

UNITED STATES DISTRICT COURT  
FOR THE WESTERN DISTRICT OF WASHINGTON

FEDERAL TRADE COMMISSION,  
Plaintiff,  
v.  
CYBERSPACE.COM, LLC, et al.,  
Defendants.

Case No. C00-1806-L

*[Handwritten signature]*  
FILED                          ENTERED  
LODGED                          RECEIVED  
MAR 8 2002  
BY CLERK U.S. DISTRICT COURT  
WESTERN DISTRICT OF WASHINGTON  
DEPUTY

Exhibits in Support of Plaintiff's Motion for Summary Judgment

VOLUME VIII



CV 00-01806 #00000137

Exhibits in Support of Plaintiff's  
Motion for Summary Judgment  
C00-1806-L

Federal Trade Commission  
600 Pennsylvania Ave NW  
Washington, DC 20580  
202-326-3338 (Ms. Guerard)

131

UNITED STATES DISTRICT COURT  
FOR THE WESTERN DISTRICT OF WASHINGTON

FEDERAL TRADE COMMISSION,  
Plaintiff,  
v.  
CYBERSPACE.COM, LLC, et al.,  
Defendants.

Case No. C00-1806-L

**Exhibits in Support of Plaintiff's Motion for Summary Judgment**

**VOLUME VIII**

**Exhibits 58-264**

Exhibit Number	Document
<i>Deposition Exhibits and Excerpts from Deposition Transcripts</i>	
Exh. 58	Promissory Note, signed by Lia Yagelowich.
Exh. 61	Copies of cashed Cyberspace solicitation checks, various dates.
Exh. 62	Essex Enterprises, LLC marketing material.
Exh. 63	Cashed Essex Enterprises, LLC solicitation check, March 9, 1999
Exh. 64	Surfisp.com, Surfnet.Services, LLC marketing material.
Exh. 65	Splashnet.net marketing material
Exh. 83	Email from Don Reese to Wayne Chia, et al., re: Cyberspace Log in Audit request, February 4, 2000.

Exh. 122 Various printouts from "Cyberspace.com \* Surfisp.com \*  
Splashnet.net CSR"

Exh. 123 Cyberspace.com Customer Support

Exh. 136 Consumer complaint from Carolina Mop Manufacturing Company  
to Olympic

Exh. 147 Email from ian@usnetwork.com to buffw@ibm.net, re: Consumer  
Insert, August 3, 1999.

Exh. 166 Declaration of Lia Yagelowich in Support of Ex Parte Order to  
Show Cause and Temporary Restraining Order, September 27,  
2000.

Exh. 173 Email from Brian March to Lia Yagelowich, et al., re: Cyberspace  
refund, November 5, 1999

Exh. 260 Deposition of Chris Hebard, February 4, 2002.

Exh. 262 Deposition of Ian Eisenberg, February 6, 2002.

Exh. 264 Deposition of Don Reese, February 8, 2002.

## PROMISSORY NOTE

1999

The undersigned (the "*Maker*"), promises to pay ELECTRONIC PUBLISHING VENTURES, LLC, a Delaware limited liability company (including any subsequent holder or holders of this Promissory Note, the "*Payee*"), a principal sum equal to the sum of advances made by Payee to Maker, plus interest on the unpaid principal balance thereof (the "*Principal Balance*") at the rate of 12% per annum, as set forth in this Promissory Note.

### Section 1. Payment Terms.

(a) *Interest.* Interest on the Principal Balance shall accrue and be calculated on the basis of a 365-day year and actual days elapsed.

(b) *Principal.* The Principal Balance and accrued interest shall be payable on demand upon thirty (30) days written notice from Payee.

(c) *Prepayments.* The Maker may make prepayments of principal at any time and from time to time at its sole option, without premium or penalty.

(d) *Application of Payments.* All payments under this Promissory Note shall be applied first to accrued, but unpaid interest, and then to reduce the Principal Balance.

### Section 2. Default.

The occurrence of any one or more of the following events shall constitute a default under this Promissory Note (a "*Default*"):

- (i) the failure of the Maker to pay when due any principal of or interest on this Promissory Note, and the continuation of such failure for five (5) days after such failure;
- (ii) the filing of a voluntary petition for relief in a case under the Bankruptcy Code as to the Maker;
- (iii) the filing by the Maker of any petition for relief under any state insolvency or similar law; and
- (iv) the filing of an involuntary petition under the Bankruptcy Code or any state insolvency or similar law against the Maker, which petition is not dismissed within seventy-five (75) days after its filing.

Whenever there is a Default under this Promissory Note, the Payee, at its option, may declare all amounts payable under this Promissory Note immediately due and payable, and exercise any or all rights and remedies available to it hereunder, or under applicable laws.

### Section 3. Place of Payment and Notices

(a) *Place of Payment.* All payments on this Promissory Note shall be paid at the offices of the Payee set forth for notices in subsection (b), or such other place as may be specified by the Payee from time to time.

(b) *Notice.* Any notice or other communication required or permitted to be given hereunder shall be in writing, and shall be delivered to the parties at the addresses set forth below (or to such other addresses as the parties may specify by due notice to the others). Notices or



E-0023911

other communications given by certified mail, return receipt requested, postage prepaid, shall be deemed given three (3) days after the date of mailing. Notices or other communications sent in any other manner shall be given only when actually received.

Maker: Cyberspace.com, LLC  
110 West 9th Street, Suite 588  
Wilmington, DE 19801

Payee: Electronic Publishing Ventures, LLC  
Griffin Towers  
6 Hutton Center, Suite 1100  
Santa Ana, CA 92707

**Section 4. Schedule of Advances.**

The Payee shall, and is hereby authorized by the Maker to, endorse on Schedule A forming a part of this Promissory Note (or on a continuation of such Schedule) appropriate notations evidencing the amount of each unreimbursed advance or readvance, the date of each such advance or readvance, and the date and amount of each repayment of principal and interest, if any, received by the Payee. In any legal action or proceeding in respect of this Promissory Note, the entries made on such grids shall be presumptive evidence of the existence and amounts of the obligations of the Maker therein recorded. The failure to record any such amount shall not, however, limit or otherwise affect the obligations of the Maker hereunder to repay all amounts owed hereunder and pursuant to the Operating Agreement.

**Section 5. Miscellaneous.**

Each right, power and remedy of the Holder under this Promissory Note or under applicable laws shall be cumulative and concurrent, and the exercise of any one or more of them shall not preclude the simultaneous or later exercise by the Holder of any or all such other rights, powers or remedies. No failure or delay by the Payee to insist upon the strict performance of any one or more provisions of this Promissory Note or to exercise any right, power or remedy consequent upon a breach hereof or default hereunder shall constitute a waiver thereof, or preclude the Payee from exercising any such right, power or remedy. No modification, change, waiver or amendment of this Promissory Note shall be deemed to be made unless in writing signed by the party to be charged. If it becomes necessary to employ counsel to collect this obligation, the Maker agrees to pay reasonable attorneys' fees for legal services involved. The Maker and each endorser, guarantor, accommodation party and surety of this Promissory Note hereby waive demand, presentment for payment, protest, notice of dishonor and notice of protest. This Promissory Note shall inure to the benefit of and be binding upon the parties and their respective successors and assigns. The invalidity, illegality or unenforceability of any provision of this Promissory Note shall not affect or impair the validity, legality or enforceability of any other provision. This Promissory Note shall be deemed to be made in, and shall be governed by the laws of, the State of California.

**WITNESS:**



**MAKER**

CYBERSPACE.COM, LLC

By: Electronic Publishing Ventures, LLC,  
its sole Member

By: Lia Yagelovich  
Name: Lia Yagelovich  
Title: President

**Schedule A**

**Amounts Outstanding Under the Promissory Note**

<u>Date of Advance</u>	<u>Amount of Advance</u>	<u>Interest Rate</u>	<u>Amount of Principal Repayment</u>	<u>Date Principal Repayment is Made</u>	<u>Amount of Interest Repayment</u>	<u>Date of Interest</u>
------------------------	--------------------------	----------------------	--------------------------------------	---	-------------------------------------	-------------------------

U.S. GOVERNMENT CORPORATE OFFICES

P.2

PO Box 1501 • Helena, Montana 59624

**ATTENTION FINANCIAL INSTITUTIONS:**  
 Check must be endorsed with payee's signature to be  
 valid for cashing and/or deposit. If your address or tele-  
 phone number is printed elsewhere, please make  
 changes on the reverse side.  
 Service charges are extra from date of issue.

**011005**

**PAY TO THE  
ORDER OF**  
**Callistoga Press**

**Three Dollars & Fifty Cents****\$3.50****3-DIGIT 946**

**PAY**  
**TO THE**  
**order of** Callistoga Press  
 213 Wapoo Ave Ste 102  
 Calistoga, CA 94515-1187;  
 (707) 942-5033; FAX (707) 942-5284;  
 E-mail: [calistogapress@pacifier.com](mailto:calistogapress@pacifier.com)

**DATE: 1/29/98**  
**AC: 707-942-5033**



John Hebard  
Authorized Signature

**#011005, 105310156112079900058000#** **700000000350#**

This subscription check must be cashed or deposited within  
 thirty days of issuance. By cashing and depositing this  
 check, payee agrees to utilize the services in the terms and  
 conditions attached and incorporated herein. Payee agrees  
 to terms of \$29.95 monthly, due and payable in advance.  
 Payee acknowledges that they are satisfied and, in fact, do  
 authorize usage charges to appear on their phone bill as  
 listed on invoice. Payee acknowledges that cancellation of  
 subscription and refund in full will be effected by calling toll-free  
 number attached within thirty days of listing installation.

**PAY TO THE ORDER OF**  
**WEST AMERICA BANK N.A.**  
**CALISTOGA, CA 94515**  
**19144210**

**DEPOSIT ONLY**

**1**

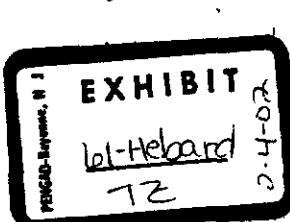
**CALLISTOGA PRESS, INC.**

**Account #0312000534**  
 West America Bank N.A. - San Francisco, California

FEB 10 1998  
 121142184

FEB 10 1998

Please verify that all information such as address and  
 telephone number printed on the front of this document is  
 correct. If incorrect please change here.  
 Date: 1/29/98  
 Telephone number: (707) 942-5033  
 FAX: (707) 942-5284  
 E-mail: [calistogapress@pacifier.com](mailto:calistogapress@pacifier.com)



**GTBSERVICES.COM, LLC**  
P.O. Box 1591  
Helena, Montana 59604

**255246**

DATE March 15 1989

PAY Three Dollars & Fifty Cents \$3.50

BB-136  
531

22

PAY TO THE ORDER OF Carolina Mop Mfg Co PO Box 5072 Anderson, SC 29623-5072

**VOID AFTER 30 DAYS**

00000003508

BACK OF C

**CYBERSPACE.COM, LLC**  
PMB 130  
1148 Pulaski Hwy  
Bear, DE 19701-1306  
**1-888-285-5196**

775940

RE: 903-455-3876

DATE: June 07, 1999

**PAY** *Three Dollars & Fifty Cents* **\$3.50**

**\$3.50**

66-155  
531

PAY TO THE ORDER OF **Kent's Metal Craft Inc**  
4702 Lee St Greenville, TX 75401-3660  
AMERICAN 3-DIGIT 754

\*\*\*\*\* 3-DIGIT 754

The logo for First Union National Bank, featuring the words "FIRST UNION" stacked vertically inside a square frame.

**VOID AFTER 30 DAYS**

17

11-2259400-16053401561112029930000580000P 000000000350

This satisfaction check must be countersigned or deposited within thirty days of issuance. Enforcement and deposit constitute agreement of desire to utilize service and payment pursuant to former attached NO-1K. Payvo agrees to furnish payment of \$29.95 monthly, due and payable in advance. Payvo acknowledges that they are qualified and, in fact, the authorizes their children to appear on their phone bill as listed in reverse. Payvo acknowledges that cancellation of subscription and refund in full, is effected by calling toll-free number attached within thirty days of service activation.

ପ୍ରକାଶକ ମନ୍ତ୍ରୀ

**DEPOSIT ONLY**  
**ACCOUNT #**  
**9475048516**

କୁଳାଳ ପରିମାଣ କରିବାରେ ଯଦି କିମ୍ବା ଏହାରେ କିମ୍ବା ଏହାରେ

1501 PARKWOOD  
FORT WORTH, TX 76102-1403

NAME: 3 000  
6/12% 00000

କୁଳାଳେ ଏହାରେ ପାଇଁ କିମ୍ବା ଏହାରେ କିମ୍ବା ଏହାରେ କିମ୍ବା

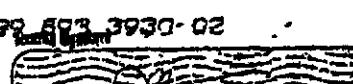
Technique

100

E-0025187

### **Check Description**

Co Name: ENCHANTMENT CONTRACTING  
Address: 154 N LANE AVE  
City: TRUTH CONSQ  
State: NM  
Zip: 87901

Cyberspace.com, LLC PMB 500 5100 Peachtree Hwy Bldg. 100, 10701-1080 3-800-285-8196		FIRST UNION NATIONAL BANK CHAPEL HILL NC 27514	1183818 10/13 20
<u>THREE DOLLARS AND 50/100</u>			
	17	36 505-224-0618	
		<u>DATE</u> July 13, 1998	<u>AMOUNT</u> \$9.50
<u>MIXED AADC 680</u> Enchanted Contracting 186 N Lane Ave Truth Coop, NM 87001-2801		0790086995 08-04-98 573 3930-02	
			000000003507
1183916# 00531015611720?9000058000?		000000003507	

卷之三

630-07000

122-15274-0067 82  
092700 1032 1971 47C  
PAPERS 1971-1972

卷之三

P. de Chastenay  
30030198

Die obigen Beispiele zeigen deutlich, dass die Begriffe "Familie" und "Familienangehörige" nicht ausreichen, um alle Beziehungen innerhalb einer Gruppe zu erfassen. Es ist daher notwendig, eine hierarchische Struktur einzuführen, die es ermöglicht, verschiedene Beziehungen innerhalb einer Gruppe zu unterscheiden. Dies kann durch die Einführung von Beziehungsgraden erreicht werden. Ein Beispiel für eine solche Struktur ist die Einführung von "Familienangehörigen" und "Familienmitgliedern".

Cyberspace.com, LLC

PMB 330  
1148 Paseo del Rey  
Berm DE 19701-1308  
1-800-243-5125

FIRST UNION NATIONAL BANK  
CHAPEL HILL NC 27514

1459270  
H-33  
81

THREE DOLLARS AND 50/100

17

RE: 941-784-7102

DATE July 29, 1999 SUBJECT \$3.50

**PRY** ..... 3-DIGIT 339  
**TO THE ORDER** Charlotte Air Conditioning  
210 Wainut Ave NW  
Port Charlotte, FL 33952-7945  
**OF** <http://www.charlotteair.com>

060717908 08-05-99 009 2071 01

卷之三

1459270E 605310156 W 207550000 580000P

18686888358

Payroll reports to banks of \$10-\$15 monthly, due and payable in advance. Payroll employees have their paychecks every two weeks. In fact, no one receives weekly paychecks. Some changes are made on their checks but as before on regular Payroll employees. The bank's contribution of salary given and earned in last year's activities by captioning it in their number reflected within yearly audit statement.

E-0025414

**Cyberspace.com, LLC**  
PMB 330  
1148 Pulaski Hwy  
Bear, DE 19701-1306  
1-888-285-5196

**FIRST UNION NATIONAL BANK**  
CHAPEL HILL, NC 27514

2181178

5

卷之三

516-931-1556

42

DATE: August 14, 1999 AMOUNT: \$3.50

516-931-1556

August 14, 1999 AMOUNT: \$3 50

卷之三

*Leucophaea*

1053101561020799000580001 00000000350

11. An autumn check must be cashed or deposited within thirty days of its return or it becomes a non-refundable amount.

12. The customer agrees to the initial service and agreement pursuant to terms attached NOTICE

13. The customer agrees to terms of \$29.95 monthly due and payable to the service provider. Player or knowledge that they are qualified and, in fact, on

14. Customer authorizes the service provider to bill their phone bill as listed on their account. These charges to appear on their phone bill as listed on their account.

15. The customer agrees that cancellation of subscription and enrollment in full is effected by calling toll free number attached within twenty days of service activation.

WANDEL AUTO ADVIS / WANDEL / 2025 LONDEN

三

F-0025512

**Cyberspace.com, LLC**  
PMB 330  
1148 Pulaski Hwy.  
Bear, DE 19701-1306  
1-888-285-5196

**FIRST UNION NATIONAL BANK**  
CHAPEL HILL, NC 27514

5098082

THREE DOLLARS AND 50/100

517-789-7185

September 24, 1999

PAY TO THE BRIDGE OF AUTO \*\*\*\*\* 3-DIGIT 492  
Motel 6  
830 Royal Dr  
Jackson, MI 49202-2074

100000000 350

**NOTICE:** This check must be cashed or deposited within 14 days of service activation.  
Subscription Endorsement and deposit constitute agreement of customer to terms attached. NOTICE:  
Customer agrees to utilize service and agreement pursuant to terms attached. NOTICE:  
Customer agrees to terms of \$29.95 monthly, due and payable in advance. NOTICE:  
Customer Payee acknowledges that they are qualified and, in fact, do  
not authorize these charges to appear on their phone bill as listed on  
their account. NOTICE: Customer Payee acknowledges that cancellation of subscription and  
termination of service will affect the toll-free number attached within  
48 hours of service activation.

TO THE ORDER OF  
AMERICA BANK  
DETROIT, MICHIGAN  
MOTEL 6-  
JACKT #1840424409

185 00007/02

F-0025536

Identify that your name, address and phone number are printed on the front of this check. If incorrect, make changes below.	
First Name	Last Name
C. J.	WILLIAMS
Address	123 Main Street Anytown, USA 12345
Phone Number	(555) 123-4567

Cyberspace.com, LLC  
PMB 330  
1148 Pulaski Hwy.  
Bear, DE 19701-1306  
1-888-285-5196

FIRST UNION NATIONAL BANK  
CHAPEL HILL, NC 27514

7176026

004334 4239 04 F  
THREE DOLLARS AND 50/100 001106301

RE: 408-522-9599

DATE: October 13, 1999 AMOUNT: \$3.50

PAY AUTO \*\*\*\*\* 5-DIGIT 94086  
TO THE Ebv Electronics  
ORDER 1295 Oakmead Pkwy.  
OF Sunnyvale, CA 94086-4040

Security Report

*Bra - yager*

#7176026# 05310156112079900058000# #0000000350#

This solicitation check must be cashed or deposited within thirty days of issuance. Endorsement and deposit constitute agreement of desire to utilize service and agreement pursuant to terms attached. NOTICE: Payee agrees to terms of \$24.95 monthly, due and payable in advance. Payee acknowledges that they are qualified and, in fact, do authorize these charges to appear on their phone bill as listed on reverse. Payee acknowledges that cancellation of subscription and refund in full, is effected by calling toll free number attached within thirty days of service activation.

INDEXED

004334 4239 04 F  
THREE DOLLARS AND 50/100 001106301  
FOR FINANCIAL INSTITUTION USE ONLY

Verify that your name, address, and phone number is printed on the front of the check. If handwritten, print as follows:	John Doe
Telephone Number / City	399-0000
Name	John Doe
Address	123 Main Street
Security features on this document include a microfilm, security ink, and security paper. If any feature is tampered with, the document is invalid.	

E-0025446

ENERGIE ENTWICKLUNG 110

**LUDWIG LIMLIM INC.**  
316 N. Fifth Street  
Bismarck, ND 58502

卷之三

**ATTENTION FINANCIAL INSTITUTIONS:**  
Check must be endorsed with payee's signature to be valid for cashing and/or deposit. If your addressee or telephone number is printed incorrectly, please make changes on the reverse side.

DATE February 10 19 99

**PAY** - *Three Dollars & Fifty Cents*

350

131

VOID AFTER 30 DAYS

FIRST UNION  
NATIONAL BANK  
CHAPEL HILL, NC 27514

PAY TO THE ORDER OF Town Pump Liquors Inc  
1725 E Warm Springs Rd Las Vegas, NV 89119-0420

卷之三

074263 0531015E 162079900056853

ESSEX ENTERPRISES, LLC

REFERENCE NO.	ADJUSTMENTS	INVOICE DATE	INVOICE AMOUNT	DISCOUNT TAKEN	AMOUNT PAID
CHECK DATE	CHECK NO.	PAYEE	DISCOUNT TAKEN	CHECK AMOUNT	
02/10/99	074263	TOWN PUMP LIQUORS INC	\$3.50	\$3.50	



H-0008231

This subscription refund check must be cashed or deposited within thirty days of issuance. Endorsement and deposit constitute agreement of subscription described in terms (attached) Payee agrees to terms of \$19.95 monthly, due and payable in advance. Payee acknowledges that they are qualified and, in fact, do authorize these charges to appear on their phone bill as listed on reverse. Payee acknowledges that cancellation of subscription and refund in full, is effected by calling toll-free number attached within thirty days of listing installation.

**ENDORSE CHECK HERE**

**DO NOT SIGN/WRITE/STAMP BELOW THIS LINE  
FOR FINANCIAL INSTITUTION USE ONLY**

**FEDERAL RESERVE BANK REGULATIONS**

*The security features listed below, as well as those not listed, exceed FSA guidelines*

**Security Features:** **Result of document alteration:**

Microprint signature line

- Small type in signature line appears as dotted line when photocopied
- Absence of "Original Document" verbiage on back of check

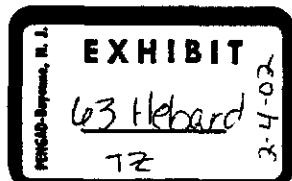
## Security screen

- Absence of "Original Document" verbiage on back of check

basic html commercial site subscription (BHCSS), standard terms: check enclosed herewith is a valid check. May be cashed or deposited in payee account. Basic html commercial site subscription offered by Essex Enterprises, LLC., an independent reseller of Internet html advertising and commercial directory listings. Licensed DBA of yellow-page.com, not affiliated with AT&T, G.T.E., Southwest Bell, US WEST, PacTel, Ameritech, or any other local or long-distance telephone company. Listing or advertisement published and accessible world wide on Internet only at the following url: [www.yellow-page.com](http://www.yellow-page.com), 24 hours per day, 365 days per year. Endorsement and deposit by payee constitute a valid request for service described on this agreement. Fee for BHCSS is \$19.95 per month, billed through Olympic on local phone bill or by mail. Satisfaction guaranteed. This agreement shall be governed by and interpreted in accordance with the laws of the state of Delaware. And shall not without the express written prior consent of the subscriber be transferred or assigned. An adjustment in charges shall not be warranted by the suspension of the client's telephone service, modification of address, relocation, or moving. Provider warrants that the advertising will be published in its Internet business directory accessible at [www.yellow-page.com](http://www.yellow-page.com); No verbal statement, other warranty, or guarantee expressed or implied, including that of marketability, benefits, results, fitness for any particular purpose is being made. THE PROVIDER, ITS RESPECTIVE AGENTS', RESELLERS', AND EMPLOYEES' LIABILITY IN PERFORMING THIS AGREEMENT, ARISING OUT OF ANY CLAIM OR ERROR OR OMISSION, MISCLASSIFICATION, OR THEIR RESPONSIBILITIES UNDER THIS AGREEMENT, SHALL BE LIMITED ONLY TO THE FEES PAID FOR THAT ADVERTISEMENT OR LISTING ITEM OFFERED ON FAILURE TO PUBLISH ANY ITEM SHALL BE LIMITED ONLY TO THE RIGHT TO MODIFY CLASSIFICATION TO CONFORM WITH DIRECTORY THE FACE OF THIS AGREEMENT. THE CLIENT GRANTS PROVIDER THE RIGHT TO MODIFY CLASSIFICATION TO CONFORM WITH DIRECTORY AND SHALL HOLD SAME HARMLESS AND SHALL INDEMNIFY SAME WITH RESPECT TO ANY CLAIMS OF INFRINGEMENT OR SIMILAR CLAIMS IN CONNECTION WITH ANY MATERIAL, INCLUDING TRADEMARKS, SERVICE MARKS, COPYRIGHTED MATERIAL, ETC. SUPPLIED OR ACCESSED BY CLIENT. The subscription will occur on a month-to-month basis thereafter, at the rates in effect, until cancelled by the client. Provider reserves the right to cancel at any time, any refund due will be prorated. Courtesy listings for nonrespondents as well as other items not charged for may or may not be included at providers' sole discretion. © 1998 Essex Enterprises, LLC. All rights reserved. 1-800-929-4775.

H-0008232

ESSEX ENTERPRISES, LLC 316 N. Fifth Street Bismarck, ND 58502		ATTENTION FINANCIAL INSTITUTION: Check must be endorsed with payee's signature to be valid for cashing and/or deposit. If your address or telephone number is printed incorrectly, please make changes on the reverse side. CHECK EXPIRES 30 DAYS FROM DATE OF ISSUE.	576074
		RE: 843-525-3301	
		DATE March 19 19 99	
PAY Three Dollars & Fifty Cents		\$3.50	66-156 531
		420022407 03-29-99 0530 0132 03 53	
VOID AFTER 30 DAYS			
PAY TO THE ORDER OF	Morale Welfare & Recreation PO Box 5100 Parris Island, SC 29905-0100	FIRST UNION NATIONAL BANK CHAPEL HILL, NC 27514 030296782 03-29-99 0530 0132 03 53 <i>Cash</i>	
# 576074# 1053101561# 2079900056853#		#0000000350#	



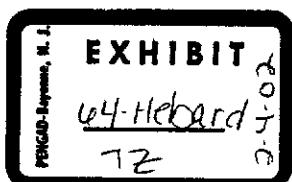
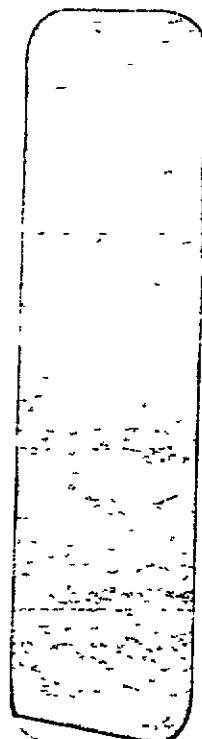
H-0008249



**3 R**



-- CHECK ENCLOSED --



**E-0024496**



1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
58  
59  
60  
61  
62  
63  
64  
65  
66

Important Notice Endorsing this solicitation check will subscribe you to Surf ISP for \$19.95 per month, billed directly to your telephone bill. You acknowledge that you are qualified and, in fact, do authorize these charges to appear on your telephone bill.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
58  
59  
60  
61  
62  
63  
64  
65  
66

house mail

DO NOT SIGN / WRITE / STAMP BELOW THIS LINE  
FOR FINANCIAL AUTHORIZATION PLEASE SIGN

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
58  
59  
60  
61  
62  
63  
64  
65  
66

RECEIVED IN THE POST OFFICE AT PORTLAND, OREGON  
Address of Post Office: 250 SW 1st Avenue

Verify that your name, address and phone number are correct as printed on the front of this check. If incorrect, make changes below.

Name \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
Home \_\_\_\_\_  
Address \_\_\_\_\_

### SURFISP.COM INTERNET SERVICES

You open up new pages and see looking for an internet service provider no doubt you'll be like our motto, "The heart of choices AOL? Pogo? A big provider like CompuServe or GeoCities? A small, local provider in your area? Which is best? Well, it's a matter of size and location don't figure into the equation when you're looking for an internet service provider, three things matter speed, cost and service. You need speed for a fast internet dial-up, Web page access browsing and download, and rapid e-mail service for instant communication and on-line shopping. The internet service equipment at Surf ISP is among the fastest—56K connections for lightning access. And staying connected to the internet—and the rest of the Net—has to be cost efficient. So the monthly fee you pay to your internet service provider has to be reasonable. We offer exactly \$19.95 per month. You'll be pleased with our rates, because they're among the most reasonable in the market and you'll receive a CD-ROM with start-up software, 5MB of Web space, a free browser e-mail and a local telephone number. And with monthly charges debited directly and conveniently to your phone bill, we think you'll be pleased, even more. It's a no-risk signing up for Surf ISP easy. When you cash or deposit the enclosed check—and it is a real check—you're automatically enrolled and ready to get on line.

But it's service that's the most important. When you're up and running on the internet, you have to have the assurance that your provider is behind you every day. You have to be assured that, when technical glitches happen, you'll have a 24-hour toll-free number to call for help. You have to be assured that, when you have questions about billing or anything else, the right people are already there "be there" for you—in a courteous and professional manner. Our technical people and customer service staff are hand-picked and the best in the business, and they're as close as your telephone. And we're so sure you'll be pleased with Surf ISP that we've instituted one of the best guarantees in the industry. If you're not 100% completely and totally satisfied with our service in any way, shape, or form all you have to do is call our toll-free number within thirty days of your account activation and we'll send back your fee. That's our promise from us to you, our valued customer.

So congratulations! Welcome to the internet, a whole new different and exciting way of communicating and connecting. But most of all,

Welcome to Surf ISP! The only internet "ISP" service provider you'll ever need.

5502

E-0024498

## WHEN YOU NEED A FAST, RELIABLE INTERNET CONNECTION...

100% PLENTY OF BANDWIDTH AND SPEED TO MEET ALL YOUR COMMUNICATION NEEDS.

THE WORLD WIDE WEB. THE INTERNET. E-MAIL  
AND "E-BUSINESS." THEY'RE ALL PART OF A NEW,  
REVOLUTIONARY WAY OF COMMUNICATING.  
AND MUCH MORE.

WELCOME TO THE NEW  
COMMUNICATION MILLENNIUM.



WELCOME TO SURF.ISP - THE ONLY INTERNET "FULL" SERVICE PROVIDER YOU'LL EVER NEED.



SURFISP

## THE SURF.ISP CONNECTION

When you open up the yellow pages and start looking for an Internet service provider, no doubt you'll be confounded by the wealth of choices AOL? Prodigy? A big provider like Concentric or Geo Cities? A small, local provider in your area? Which is best? Here's a timely tip: Size and location don't figure into the equation, when you're looking for an internet service provider, only three things matter: speed, cost, and service. You need speed for a fast internet dial-up, Web-page access, browsing, and downloading, and rapid e-mail service for instant communication and on-line shopping. The internet service equipment at Surf ISP is among the fastest—56K connections for lightening access. And, staying connected to the internet—and the vast world of the Web—has to be cost efficient. So the monthly fee you pay to your Internet service provider has to be worth the cost. We think, at only \$19.95 per month, you'll be pleased with our rates, because they're among the most reasonable in the market and you'll receive a CD-ROM with start-up software, 5MB of Web space, a free browser, e-mail, and a local dial-up number. And with monthly charges debited directly and conveniently to your phone bill, we think you'll be pleased even more. We've even made signing up for Surf ISP easy. When you cash or deposit the enclosed check—and it is a real check—you're automatically enrolled and ready to get on-line. But we believe service by far is the most important. When you're up and running on the internet, you have to have the assurance that your provider is behind you all the way. You have to be assured that, when technical glitches happen, you'll have a 24-hour toll-free number to dial for help. You have to be assured that, when you have questions about billing or anything else, the right people are ready to "be there" for you—in a courteous and professional manner. Our technical people and administrative staff are hand-picked and the best in the business, and they're as close as your telephone. And we're so sure you'll be pleased with Surf ISP that we've instituted one of the best guarantees in the industry. If you're not 100% completely and totally satisfied with your service in any way, shape, or form, call our toll-free number 1-800-669-6182 within thirty days of your account activation and we'll send back your fee. That's our promise from us to you, our valued customer. So congratulations! Welcome to the internet, a whole new different and exciting way of communicating and connecting. But most of all... Welcome to SURFISP THE ONLY INTERNET "FULL" SERVICE PROVIDER YOU'LL EVER NEED.



1212 West Camelback Road, Ste 100  
Phoenix, Arizona 85013

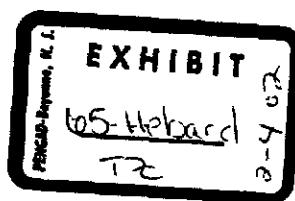
**FIRST CLASS MAIL**

*Free  
softshell*

TIME SENSITIVE DOCUMENT ENCLOSED

CHECK ENCLOSED

IF UNDELIVERABLE AFTER 30 DAYS  
REFER TO SECTION 159 OF OFFICIAL POSTAL CODE



E-0024547

000307782

To the Order of

AUTO \*\*\*\*\* MIXED AADC 660 \*  
Ian Mirage Llc  
2722 Eastlake Ave E Ste 200  
Seattle, WA 98102-3143

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

● Pay the Sum Seven Dollars & 50/100

SPLASHNET.NET  
1212 West Camelback Rd., Ste 100  
Phoenix, AZ 85013  
1-800-397-5469

0312782

11 24/1210(8)

April 11 20 00

00

Re 206-255-5000

\$7.50

Drawn on  
Wells Fargo Bank, N A

Memo Internet Services Offer

  
\_\_\_\_\_  
Authorized Signature

0312782 012100024810 4758 374375\*

E-0024548

Endorsing or cashing this check within thirty days subscribes payee to  
Splashnet ISP services at the rate of \$19.95/month. Signatory agrees  
that they are qualified to authorize charges to appear on their monthly  
telephone bill, as detailed herein.

Endorsement \_\_\_\_\_

\_\_\_\_\_

Read all details before endorsing, making sure to make any changes  
necessary so that your name, address and phone number are correct  
as listed on front of check.

Telephone Number (        ) - - - - -

Name \_\_\_\_\_  
Address \_\_\_\_\_

SSN - - - - -

E-0024549

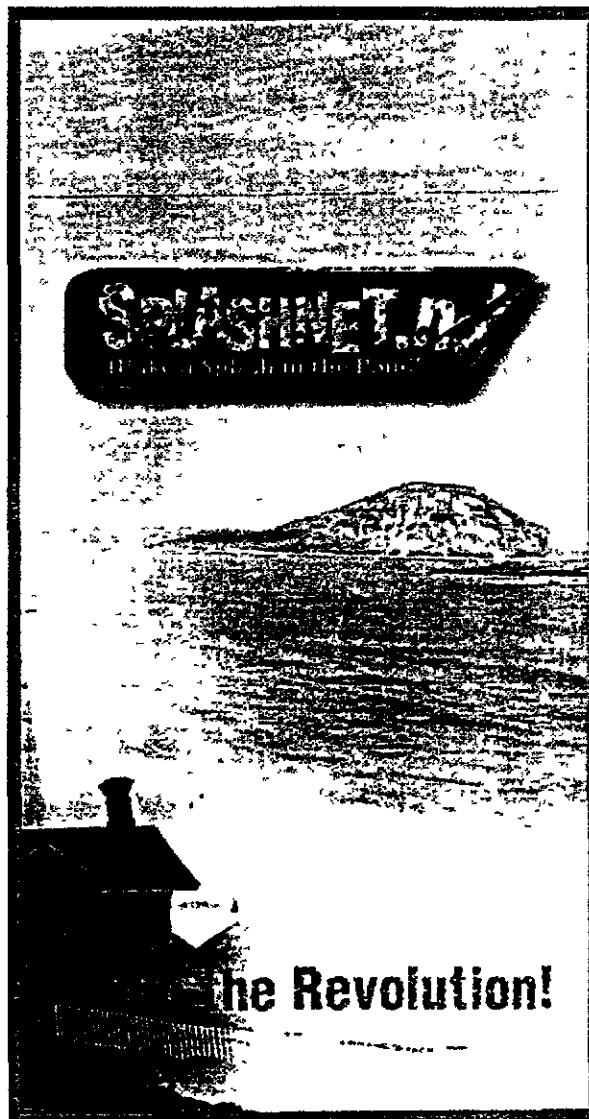
**Any Questions?  
Call 1-800-397-5469  
6:00 AM to 7:00 PM MST  
Monday Through Friday**

**ISP SUBSCRIPTION AGREEMENT**

This offer is made by splashnet SPLASHNET™. By endorsing the attached check, you will subscribe to SPLASHNET at a cost of \$19.95 per month, which will be charged directly to your telephone bill. Until canceled by you and/or SPLASHNET this fee accrues on a monthly basis. You will be given notice of future rate changes in advance. This subscription entitles you to the following: 56K dial-up, a personal e-mail address and 5MB of web space. You acknowledge by endorsing the promotional check enclosed, that you are qualified to authorize such charges to appear on your telephone bill. SPLASHNET has local dial up numbers in most major cities. To ensure a local dial-up number in your area call 1-800 397-5469. SPLASHNET is not responsible for any telephone charges (including long distance charges) associated with your SPLASHNET use. SPLASHNET includes a 30-day money back guarantee. To cancel your SPLASHNET service and receive a full refund call 1-800-397-5469 within thirty days of activation of service. After thirty days refunds are made on a prorated basis. This SPLASHNET agreement is governed by and interpreted in accordance with the laws of the state of Delaware. NO VERBAL STATEMENT, OTHER WARRANTY OR GUARANTEE IS MADE EXPRESSED OR IMPLIED INCLUDING MARKETABILITY OR THAT SPLASHNET SERVICE IS FIT FOR ANY SPECIFIC PURPOSE. LIABILITY OF SPLASHNET, ITS RESPECTIVE AGENTS, RESELLERS AND EMPLOYEES IN PERFORMING THEIR RESPONSIBILITIES UNDER THIS AGREEMENT, ARISING OUT OF ANY CLAIM OR ERROR OR OMISSION OR FAILURE TO PERFORM ANY SERVICE, SHALL BE LIMITED ONLY TO FEES PAID FOR THE SERVICE OFFERED IN THIS AGREEMENT. EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES MAY NOT BE ALLOWED IN SOME STATES, THEREFORE SUCH EXCLUSIONS/LIMITATIONS MAY NOT BE APPLICABLE TO YOU. THIS DOCUMENT GIVES YOU SPECIFIC RIGHTS, HOWEVER YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. © 2000 Splashnet. All rights reserved.

## Welcome to Splashnet

Where All Our Efforts Went to Make  
Your Internet Experience the Most Enjoyable





- Your home page enhanced with a new powerful search engine tool, which will let you find information on any topic of interest. Simply ask the question in plain English and get quick updates on sport scores, stock prices and the news as they happen.
- A personal 5 megabytes of webspace specially reserved for you to create your own home page. Post photos of your family, friends and pets! It's your internet presence!
- Your personal e-mail account for electronic communication with all your new e-mail friends. Join chat groups, newsgroups, communicate throughout the entire world or just amongst an intimate group of friends and relatives.
- Over 1000 local access points! Travel a lot? When you are on the road simply look up Splashnet's local telephone numbers for instant access to the internet. We're nationwide and growing!
- Expert on-line assistance available 24 hours a day, 7 days a week. Is the internet a new experience for you? You'll find not only easy to follow directions from Splashnet but 24 hour toll-free technical assistance. Get someone who cares about your problems this time - and every time.

## We've got it all Welcome to the Revolution!

- The fastest available dial-up access with full 56K v.90 modem access. It means less time waiting and more time enjoying the web!
- Size does not make a great internet service provider. You need convenience, speed, service and cost.
- Our unconditional guarantee: If you are not 100% completely and totally satisfied with your internet service within 30 days of activation, we will gladly refund your fees. It's that simple!
- A bundle of software starting with Microsoft's famous Internet Explorer 5.0 and over 40 total programs to enhance not only your web experience but your computer!
- Our monthly fee of \$19.95 is among the most reasonable available. And now, you can bill it directly to your phone, certainly the easiest and most convenient way to start your service with the best equipment available. With Splashnet, you've got fast simple internet access.



Microsoft Internet Explorer 5.0

Any Questions? Call 1-800-397-5469  
6:00 AM to 7:00 PM MST (Monday - Friday)

Lisa Bluteau

---

**From:** Don Reese  
**Sent:** Friday, February 04, 2000 4:51 PM  
**To:** 'Wayne Chia'; Don Reese; Andrew Kreis  
**Cc:** gene; Jeff Fritz; chris hebard; Ian Eisenberg  
**Subject:** RE: cyberspace Log in Audit request

Attention all ye spinners!

The results are in regarding logon information for the below mentioned Cyberspace.com internt access subscribers. Seems these are the foreword thinking consumers I was talking of earlier since not a single one of them has ever logged on to our Radius Server!

I guess the spin I would put on this is that these are the exact customers EISA needs for their cheap computer program. I can hear it now . "Is your Internet access account being under utilized? Well, try complimenting it with our new Magnum XT super PC" ... Or, something like that.

Don

-----Original Message-----

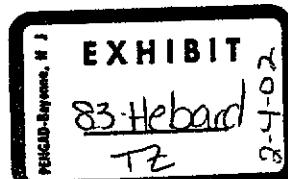
**From:** Wayne Chia [mailto:[wayne@csgholdings.com](mailto:wayne@csgholdings.com)]  
**Sent:** Friday, February 04, 2000 10:33 AM  
**To:** Don Reese; [andrewk@usnetwork.com](mailto:andrewk@usnetwork.com)  
**Cc:** gene; Jeff Fritz; chris hebard  
**Subject:** cyberspace Log in Audit request

Don/Andrew,

Auditor just requested from me LOG-IN info for these BTN/ANIs. I understand Andrew may not be in, but Alexis or Soon can pull the data.

They are:

9722437000  
9722423550  
9724231869  
9252567300  
9166317878  
9048260030  
9048238779  
9498331171  
9496616150  
9319203880  
3054637757  
3054707854  
3188721458  
4098326808  
4098666271  
2093336157  
2093571838  
3106731968  
3106774432  
3133661580  
2059512721  
2059795679  
2097952611  
2104904045  
2107361616  
3523320057



3186876120  
3052460673  
2148273888  
2145031087  
9549858920  
9549222517  
9726691125  
9163638050  
9158581093

Thanks  
Wayne

DR004684

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
Incomplete  
Cancellation  
refund  
review  
accountant  
pending  
search  
hotbucks  
report  
cancel  
refund  
refund by agent  
cancel by agent  
ivr  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

agent. LaShonta

**USER SEARCH****Please Type a Phone Number...**

Phone  
Number:

SHORT CUT Search

This can only  
locate an account  
By telephone #.  
But will pull an  
account out of  
Current/Cancel

Sometimes this  
search will be  
able to pull up  
checks in the  
system that the  
regular searches  
couldn't.

I DID not advise using  
this search engine.

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**

home | help | contact

agent: LaShonta

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
Incomplete Cancellation  
refund  
review  
accountant  
pending  
search  
hotbucks  
report  
cancel  
refund  
refund by agent  
cancel by agent  
ivr  
free 60 days  
miscellaneous  
memo  
service  
question  
message board



User Status: CURRENT.. Member

Please check refund and credit history before you proceed a refund process.

<input type="button" value="Back to User Search"/>
<input type="button" value="See Notes"/>
<input type="button" value="Save"/>
<input type="button" value="Refund Log"/>
<input type="button" value="Log In Log"/>
<input type="button" value="Check Pictures"/>
<input type="button" value="Go to Refund"/>
<input type="button" value="Go to Cancel"/>
<input type="button" value="Extend 60 days free (SP)"/>

Action: CREATE ACCOUNT  
Line type: Analog or 1B ISDN  
User Name: Max chars.8 21300062@cyberspace.c  
Password: 5312848  
Date Added: 12/29/1999  
Phone Number:(NO SPACE,eg 6165387484) 3234636021  
Check Number: 5312848  
Date Cashed: 991221.TXT  
Source File:  
Full Name: 213 TV  
Co Name: 639 N LARCHMONT BLV  
Address: LOS ANGELES  
City: CA  
State: 90004  
Zip: 1323  
Zip4:

New Note. When you cancel this user, Please make a brief note and press the save button

**Billing Report**

Charge Date	Amount
1/7/2000	\$29.95

Short Cut  
Search  
Information  
Screen

No Credit History Found by LEC.

No Credit History Found by CS.

## CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR

[home](#) | [help](#) | [contact](#)

agent: LaShonta

[search](#)

### CURRENT USER SEARCH

[short cut](#)

*Please check the HELP page to see a guideline for this site*

[current](#)

[cancelled](#)

[billing](#)

Please Type a criteria to Search...

[refund](#)

[login](#)

[hot\\$ support](#)

User Name:

[cancel](#)

OR

[non-account](#)

Password:

[Incomplete Cancellation](#)

OR

[refund](#)

Phone Number:

[review](#)

OR

[accountant](#)

Co Name:

[pending](#)

OR

[search](#)

Address:

[hotbucks](#)

OR

[report](#)

City:

[cancel](#)

[refund](#)

[refund by agent](#)

[cancel by agent](#)

[ivr](#)

[free 60 days](#)

[miscellaneous](#)

[memo](#)

[service](#)

[question](#)

[message board](#)

Current  
accounts only  
→

# CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR

[home](#) | [help](#) | [contact](#)

agent: LaShonta

[search](#)

**CANCEL SEARCH**

[short cut](#)

[current](#)

[cancelled](#)

[billing](#)

[refund](#)

[login](#)

[hot\\$ support](#)

[cancel](#)

[non-account](#)

[Incomplete  
Cancellation](#)

[refund](#)

[review](#)

[accountant](#)

[pending](#)

[search](#)

[hotbucks](#)

[report](#)

[cancel](#)

[refund](#)

[refund by agent](#)

[cancel by agent](#)

[ivr](#)

[free 60 days](#)

[miscellaneous](#)

[memo](#)

[service](#)

[question](#)

[message board](#)

Please Type a criteria to view the cancel log...

Check Number:

OR

Phone Number:

OR

Co Name:

OR

Cancel Date: (eg:5/3/99)

OR

Cancel Date From: (eg:5/3/99)  Cancel Date To: (eg 5/4/99)

only  
Cancelled  
accounts

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

agent. LaShonta

[search](#)  
[short cut](#)  
[current](#)  
[cancelled](#)  
[billing](#)  
[refund](#)  
[login](#)

[hot\\$ support](#)  
[cancel](#)  
[non-account](#)  
[Incomplete Cancellation](#)  
[refund](#)  
[review](#)  
[accountant](#)  
[pending](#)  
[search](#)  
[hotbucks](#)  
[report](#)  
[cancel](#)  
[refund](#)  
[refund by agent](#)  
[cancel by agent](#)  
[ivr](#)  
[free 60 days](#)  
[miscellaneous](#)  
[memo](#)  
[service](#)  
[question](#)  
[message board](#)



. Current Member

Action:	CREATE ACCOUNT
Line type:	Analog or 1B ISDN
User Name:	21300062@cyberspace.com
Password:	5312848
Date Added:	12/29/99
Phone Number:(NO SPACE,eg 6165387484)	3234636021
Check Number:	5312848
Date Cashed:	
Source File:	991221.TXT
Full Name:	
Co Name:	213 TV
Address:	639 N LARCHMONT BLVD STE 108
City:	LOS ANGELES
State:	CA
Zip:	90004
Zip4:	1323

New Note: When you cancel this user, Please make a brief note and press the save button.

[Back to User Search](#) [Search Results](#) [Save](#)  
[Bill and Credit Log](#) [Refund Log](#) [Add Refund](#) [Go to cancel](#)  
[Extend 60 days free](#) [Logout](#) [Check Description](#)

Please check refund and credit history before you proceed a refund proce

Customer  
Information  
Page

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

agent: LaShonta

search

**Cyberspace Cancelled User**

short cut

current  
cancelled

Cancel Request Date: 3/8/2000 2:31:00 PM

billing

Cancel Date:

refund

User Name user  
name must start with  
"cyber."

login

patri286@cyberspace.com

hot\$ support

Password: 14309625

cancel

Date Added: 12/17/1999

non-account

Phone Number:  
(NO  
SPACE,eg 6165287484)

6017866642

Incomplete  
Cancellation

Check Number: 4309625

refund

Date Cashed:

review

Full Name:

accountant

Co Name: PATRICIA TENNER

pending

Address: RR 1 BOX 1321

search

City: FAYETTE

hotbucks

State: MS

report

Zip: 39069

cancel

Zip4: 9517

refund

Previous Note:  
(3/31/2000 12:53:00  
PM)

refund by agent

refund requested

cancel by agent

ivr

Agent: Tiffany

free 60 days

miscellaneous

memo

service

question

message board

[Back to User Search](#) [Search Results](#) [SEARCH](#)[Check Description](#)[Logout Log](#)[Email and Credit Log](#)[Refund Log](#)[Go to Refund](#)Please  
proce

- Cancel -

You proceed a refund

*CUSTOMER  
Information  
Page*

**Billing Report**

Charge Date	Amount
1/7/00	\$29.95

---

No Credit History Found by LEC.

---

No Credit History Found by CS.

---

[Close Window]

Billing shows  
X's customers  
Billed - Credits  
that have been  
applied to  
account  
LEC - Phone Company  
CS - Cyberspace  
credit

**Refund Report**

Charge Date	Amount	Request Date	Status	Refund Date
1/28/2000	\$20.55	2/29/2000 8:04:00 AM	Pending	
2/28/2000	\$44.20	4/11/2000 7:47:00 AM	Pending	

Refund Log—  
Shows if a  
Request for  
a Refund was  
entered  
Date - Amount -  
Time -

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

agent: LaShonta

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
Incomplete Cancellation  
refund  
review  
accountant  
pending  
search  
hotbucks  
report  
cancel  
refund  
refund by agent  
cancel by agent  
ivr  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

**Billing Info****Please choose a record and type an credit amount...**

	Phone Number	Charge Date	Amount
<input checked="" type="radio"/>	3234636021	1/7/00	\$29.95

Credit Amount: no decimal point please(eg:2995) **Note:** Cancel Email Subscription
[Previous Page](#) [Refund](#)
**GO TO Refund —**

THIS IS WHERE  
address-name  
Change IS entered  
along w/amount

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

agent: LaShonta

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
Incomplete  
Cancellation  
refund  
review  
accountant  
pending  
search  
hotbucks  
report  
cancel  
refund  
refund by agent  
cancel by agent  
ivr  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

**CANCEL OPTIONS**

**Please choose ONLY ONE cancel option and Click the button ONLY ONCE(Please do not Refresh).**

Cancel Option:

- Unknown
- Not Interested
- Cashed Check In Error
- Denies Signing Check
- Sent Back Check
- Signed the check
- E-Mailed Request
- Refuses to pay.
- Wrong Person
- Cancelled by Phone
- remove from mailing list
- 703 Cancel V.M.
- Temporary cancellation
- not aware of sign up
- paid back \$3.50
- Phone Company Cancel
- Can't afford to Pay
- Returned Mail/CD
- WRONG COMPANY
- Charge Back
- Cancel From CA
- Cancel From Credit

THIS IS  
where you  
cancel all  
accounts!

[Cancel Account](#) | [Previous Page](#) | [Back to User Search](#) | [Help](#)

# CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR

[home](#) | [help](#) | [contact](#)

agent: LaShonta

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
Incomplete Cancellation  
refund  
review  
accountant  
pending  
search  
hotbucks  
report  
cancel  
refund  
refund by agent  
cancel by agent  
ivr  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

## Add Extend User Form

Co Name: 213 TV  
Full Name:  
Phone Number:  
(NO  
SPACE,eg.6165387484) 3234636021

Rate: \$19.95

Note: Max. 255  
chars.

CD Needed?

CSR Agent: Stacie

[Back to User Search](#) [Previous Page](#)  
[Saved 60 days Free! SPOT! Set](#)

THIS IS ~~\$1~~ BONUS  
THIS ~~out~~ allows  
you to extend  
and drop custom  
Rate.

***Login Report***

No Record Returned with the user.

**[REDACTED]**

This shows us  
If customer  
is using our  
service /

**Check Description**

Co Name: 213 TV  
Address: 639 N LARCHMONT BLVD STE 108  
City: LOS ANGELES  
State: CA  
Zip: 90004

Cyberspace.com, LLC  
PMB 330  
1146 Pueblo Hwy  
Box DE 19701-1306  
1 800 285 5196

FIRST UNION NATIONAL BANK  
CHAPEL HILL NC 27514

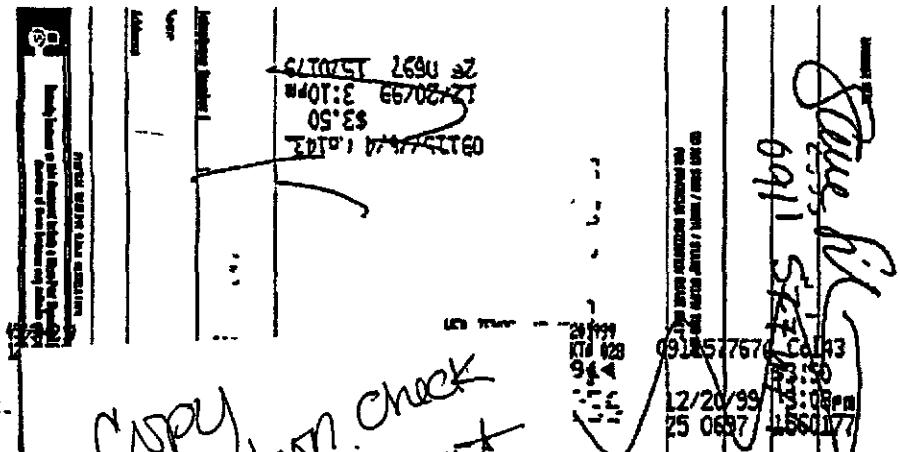
5312848  
5312848

THREE DOLLARS AND 50/100  
323-463-6021  
DATE September 24, 1999 AMOUNT \$3.50

PAY  
TO THE AUTO 5-DIGIT 90004  
RECEIVER 213 Tv  
639 N Larchmont Blvd Ste 108  
Los Angeles CA 90004-1323  
1146 Pueblo Hwy Box DE 19701-1306

Security Signature  
0911577674 50141  
12/20/99 13:50 PM  
25 0697 1600183

#5312848# 1053101561# 2079900058000# #00000000350#



Customer information and copies contained herein are provided by Service Provider for customer service and support purposes to whom it has been furnished. NOTICE: Payment is made in name of \$3.50 monthly due and payable in advance. Payment acknowledges that they are entitled and intend to receive three charges to appear on their phone bill as listed on invoice. Payment acknowledges that cancellation of subscription will result in bill to be rendered by third party provider and will remain liable for monthly bills or service activation.

# CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR

[home](#) | [help](#) | [contact](#)

agent LaShonta

[search](#)

[short cut](#)

[current](#)

[cancelled](#)

[billing](#)

[refund](#)

[login](#)

[hot\\$ support](#)

[cancel](#)

[non-account](#)

[Incomplete  
Cancellation](#)

[refund](#)

[review](#)

[accountant](#)

[pending](#)

[search](#)

[hotbucks](#)

[report](#)

[cancel](#)

[refund](#)

[refund by agent](#)

[cancel by agent](#)

[ivr](#)

[free 60 days](#)

[miscellaneous](#)

[memo](#)

[service](#)

[question](#)

[message board](#)

## BILLING SEARCH

Please Type a criteria to Generate Report...

Phone Number:

will only pull  
up customer  
Billing History

# CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR

[home](#) | [help](#) | [contact](#)

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
Incomplete  
Cancellation  
refund  
review  
accountant  
pending  
search  
hotbucks  
report  
cancel  
refund  
refund by agent  
cancel by agent  
ivr  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

agent: LaShonta

## REFUND SEARCH

Please Type a criteria to Generate Report...

Phone Number:

AND

Pending

Done

Review Required

will pull up  
only accounts  
with a refund  
Pending - Done  
OR In Review  
But also provide  
you with notes  
about that refund

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

agent: LaShonta

[search](#)[short cut](#)[current](#)[cancelled](#)[billing](#)[refund](#)[login](#)[hot\\$ support](#)[cancel](#)[non-account](#)[Incomplete Cancellation](#)[refund](#)[review](#)[accountant](#)[pending](#)[search](#)[hotbucks](#)[report](#)[cancel](#)[refund](#)[refund by agent](#)[cancel by agent](#)[ivr](#)[free 60 days](#)[miscellaneous](#)[memo](#)[service](#)[question](#)[message board](#)**Refund Report**

Charge Date: 2/8/2000  
Amount: \$24.95  
Request Date: 3/10/2000 1:58:00 PM  
Status: Review Required  
Refund Date:  
Note: verified address -request refund \$24.95 also filled out refund inquiry about other refund still have not received pic/mew  
Customer Support: CATechGroup

[Back to Refund Search](#) [Previous Page](#)

# CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR

[home](#) | [help](#) | [contact](#)

agent LaShonta

search

short cut

current

cancelled

billing

refund

login

hot\$ support

cancel

non-account

Incomplete

Cancellation

refund

review

accountant

pending

search

hotbucks

report

cancel

refund

refund by agent

cancel by agent

ivr

free 60 days

miscellaneous

memo

service

question

message board

## Refund Report

Charge Date:	3/22/00
Amount:	\$299.50
Request Date:	4/10/00 3:56.00 PM
Status:	Pending
Refund Date:	
Note:	Customer reviewed material and cancelled request full refund for the amount of 299.50 no additional refund needed. address verified make att.Susan Haas Payable to company Lf/cc 4/10/00
Customer Support:	LaShonta

[Back to Refund Search](#) [Previous Page](#)

Done —  
Show —  
~~DATE~~  
~~Amount~~  
~~CK #~~  
OF Refund

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

agent: LaShonta

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
Incomplete Cancellation  
refund  
review  
accountant  
pending  
search  
hotbucks  
report  
cancel  
refund  
refund by agent  
cancel by agent  
ivr  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

**Refund Report**

Charge Date:	12/22/99
Amount:	\$41.10
Request Date:	1/31/00 6:46:00 AM
Status:	Done
Refund Date:	2/10/00 9:56:00 AM
Note:	send to DOROTHY ROBERTS Issued check 02-04-00 #33263 \$41.10. fw
Customer Support:	Ca3

[Back to Refund Search](#) [Previous Page](#)

Pending —  
will not not  
have a refund ck  
number or date  
of refund —

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

agent: LaShonta

[search](#)[short cut](#)[current](#)[cancelled](#)[billing](#)[refund](#)[login](#)[hot\\$ support](#)[cancel](#)[non-account](#)[Incomplete Cancellation](#)[refund](#)[review](#)[accountant](#)[pending](#)[search](#)[hotbucks](#)[report](#)[cancel](#)[refund](#)[refund by agent](#)[cancel by agent](#)[ivr](#)[free 60 days](#)[miscellaneous](#)[memo](#)[service](#)[question](#)[message board](#)**Refund Report**

	<b>Charge Date:</b>	3/15/2000
	<b>Amount:</b>	\$0.00
	<b>Request Date:</b>	4/4/2000 2:07 00 PM
	<b>Status:</b>	Done
	<b>Refund Date:</b>	4/14/2000 8:54:00 AM
	<b>Note:</b>	send to this address:Lifeline Medical PO Box 3253 West Somerset, KY 42564-3253
	<b>Customer Support:</b>	Jahna

[Back to Refund Search](#) | [Previous Page](#)

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

agent: Lia

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
Incomplete Cancellation  
refund  
review  
accountant  
pending  
search  
hotbucks  
report  
cancel  
refund  
refund by agent  
cancel by agent  
ivr  
free 60 days  
miscellaneous  
memo  
service  
question  
message board



Member

**cyberspace Refund Log**

Full Name:  
CO Name: LIFENET USA MEDCL EQUIPMENT  
Address: 246 POPLAR AVE  
City: SOMERSET  
State: KY  
Zip: 42503  
Phone Number: 6066796996  
Check Number: 8121430  
Date Charged 12/15/99  
Date Requested: 4/3/00 3 30.00 PM  
Date Refund:  
Amount: \$119.80  
 Pending  
 Done  
 Review Required

*Jahna*

address verified. refund 4 months at \$119.80 jd/cc

Note: NO Single('')  
OR Double quotation  
("") Please

*1-3470*

[Back to Refund Search](#) [Previous Page](#) [Cancel Notes](#) [Save](#)

*11/15 to 3/15  
5 @ 29.95*

***Refund Report***

<b>Charge Date</b>	<b>Amount</b>	<b>Request Date</b>	<b>Status</b>	<b>Refund Date</b>
12/15/1999	\$119.80	4/3/2000 3:30:00 PM	Pending	
3/15/2000	\$0.00	4/4/2000 2:07:00 PM	Done	4/14/2000 8:54:00 AM

[Close Report]

E-0020034

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

agent: Lia

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel



Member

**cyberspace Refund Log**

non-account  
Incomplete  
Cancellation  
refund  
review  
accountant  
pending  
search  
hotbucks  
report  
cancel  
refund  
refund by agent  
cancel by agent  
ivr  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

**Full Name:**  
**CO Name:** LILLIAN KOUTSIS  
**Address:** 85 PARKWAY RD # 1  
**City:** BRONXVILLE  
**State:** NY  
**Zip:** 10708  
**Phone Number:** 9143372665  
**Check Number:** 4458928  
**Date Charged:** 2/22/2000  
**Date Requested:** 3/23/2000 6:15:00 AM  
**Date Refund:**  
**Amount:** \$20.55  
**Status:**  
 Pending  
 Done  
 Review Required

Note: NO  
Single('') OR  
Double  
quotation("")  
Please...

refund 2055 send to Susanne Hopp 766 Plamer RD Bronxville NY 10708. al

CK#5t394 - 4/4/02 - 21:59

[Back to Refund Search](#) [Previous Page](#) [Cancel Notes](#) [Save](#)

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**

home | help | contact

agent: Lia

search

short cut

current

cancelled

billing

refund

login

hot\$ support

cancel

non-account

Incomplete  
Cancellation

refund

review

accountant

pending

search

hotbucks

report

cancel

refund

refund by agent

cancel by agent

ivr

free 60 days

miscellaneous

memo

service

question

message board



Member

**cyberspace Refund Log**

Full Name: LILLIAN KOUTSIS  
 CO Name: LILLIAN KOUTSIS  
 Address: 85 PARKWAY RD # 1  
 City: BRONXVILLE  
 State: NY  
 Zip: 10708  
 Phone Number: 9143372665  
 Check Number: 4458928  
 Date Charged: 2/22/2000  
 Date Requested: 4/5/2000 9:03:00 AM  
 Date Refund:  Pending  
 Amount: \$0.00  
 Status:  Done  
 Review Required

Street name is actually "Palmer" and town is "Bronxville."

Note: NO  
Single(') OR  
Double  
quotation("")  
Please...

REFUND SENT OUT THERE IS nothing  
we can do. OK went out already!

[Back to Refund Search](#) [Previous Page](#) [Cancel Notes](#) [Save](#)

E-0020036

 <b>Customer Service</b>		 <b>New Account</b>	
Name:	Address:	Social #:	Phone #:
Name:		Social #:	
Address:		Phone #:	
Name:		E-Mail	E-Mail
Address:		Optional	
Social #:		Optional	
Phone #:			
E-Mail			

**CYBERSPACE.COM \* SURFISP.COM \* SPLASHNET.NET CSR**[home](#) | [help](#) | [contact](#)

agent LaShonta

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel

non-account  
Incomplete  
Cancellation  
refund  
review  
accountant  
pending  
search  
hotbucks  
report  
cancel  
refund  
refund by agent  
cancel by agent  
ivr  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

**Full Name:**  
**CO Name:** T & J TIRES CTR  
**Address:** 13100 PRAIRIE AVE # B  
**City:** HAWTHORNE  
**State:** CA  
**Zip:** 90250  
**Phone Number:** 3106758510  
**Check Number:** 7090995  
**Date Charged:** 2/8/00  
**Date Requested:** 3/10/00 1 58 00 PM  
**Amount:** 2495  
**Customer Support:** CATechGroup  
**Note:** NO Single(') OR Double quotation("") Please...  
verified address  
refund inquiry  
received.pic/b

**cyberspace Refund Log**

Review —  
an account will  
only be in Review  
when the Refund  
notes are  
Questionable

ed out

[Back to Refund Search](#) [Previous Page](#) [Update Accountant](#)

E-0020038

# CYBERSPACE.COM CUSTOMER SUPPORT

[home](#) | [help](#) | [contact](#)

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
refund  
review  
accountant  
refund  
hotbucks  
report  
cancel  
IVR  
refund by agent  
cancel by agent  
free 60 days  
mi-cellaneous  
memo  
service  
question  
message board

agent:  
CATechGroup

## CURRENT USER SEARCH

*Please check the HELP page to see a guideline for this site*

*Please Type a criteria to Search...*

User Name:

[Search](#)

OR

[Search](#)

Password:

OR

[Search](#)

Phone Number:

OR

[Search](#)

Co Name:

OR

[Search](#)

Address:

OR

[Search](#)

City:

[Search](#)

EXHIBIT

123 - Olympic  
2-5-02 JLR

P-0010917

Current

# CYBERSPACE.COM CUSTOMER SUPPORT

[home](#) | [help](#) | [contact](#)

agent:  
CATechGroup

search

**CANCEL SEARCH**

short cut

current

Please Type a criteria to view the cancel log...

cancelled

billing

Check Number:

refund

OR

login

Phone Number:

hotS support

OR

cancel

Co Name:

non-account

OR

refund

Cancel Date:  
(eg 5/3/99)

review

accountant

OR

refund

Cancel Date  
From: (eg 5/3/99)  Cancel Date To:  
(eg 5/4/99)

hotbucks

report

cancel

IVR

refund by agent

cancel by agent

free 60 days

miscellaneous

memo

service

question

message board

P-0010918

*Canceled*

# CYBERSPACE.COM CUSTOMER SUPPORT

[home](#) | [help](#) | [contact](#)

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
refund  
review  
accountant  
refund  
hotbucks  
report  
cancel  
IVR  
refund by agent  
cancel by agent  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

agent:  
CATechGroup

## USER SEARCH

Please Type a Phone Number...

Phone  
Number:

P-0010919

Shortcut

# CYBERSPACE.COM CUSTOMER SUPPORT

[home](#) | [help](#) | [contact](#)

 agent:  
 CATechGroup

search

**Cyberspace Current User**

short cut

current

cancelled

billing

refund

login

hot\$ support

cancel

non-account

refund

review

accountant

refund

hotbucks

report

cancel

IVR

refund by agent

cancel by agent

free 60 days

miscellaneous

memo

service

question

message board

Action:	CREATE ACCOUNT
Line type:	Analog or 1B ISDN
User Name:	a0000171@cyberspace.com
Password:	m7064094
Date Added:	11/1/99
Phone Number:(NO SPACE,eg 6165387484)	4099484504
Check Number:	7064094
Date Cashed:	
Source File:	991028.TXT
Full Name:	
Co Name:	A J EDMOND CO
Address:	1530 TEXAS AVE
City:	TEXAS CITY
State:	TX
Zip:	77590
Zip4:	8446

New Note: When you cancel this user, Please check if you make a brief note and press the save button.

*new - New name and address*

*Request refund & 1.00+ address verified  
pic / initials*

<a href="#">Back to User Search</a>	<a href="#">Search Results</a>	<a href="#">Save</a>
<a href="#">Bill and Credit Log</a>	<a href="#">Refund Log</a>	<a href="#">Go to Refund</a>
<a href="#">Go to Cancel</a>		
<a href="#">Extend 60 days Free ISP</a>		<a href="#">Login Log</a>
<a href="#">Check Description</a>		

Please check refund and credit history before you proceed a refund process.

CTRL V

P-0010920

Current User

# CYBERSPACE.COM CUSTOMER SUPPORT

[home](#) | [help](#) | [contact](#)agent:  
CATechGroup[search](#)  
[short cut](#)  
[current](#)  
[cancelled](#)  
[billing](#)  
[refund](#)  
[login](#)  
[hotS support](#)  
[cancel](#)  
[non-account](#)  
[refund](#)  
[review](#)  
[accountant](#)  
[refund](#)  
[hotbucks](#)  
[report](#)  
[cancel](#)  
[IVR](#)  
[refund by agent](#)  
[cancel by agent](#)  
[free 60 days](#)  
[miscellaneous](#)  
[memo](#)  
[service](#)  
[question](#)  
[message board](#)**Billing Info****Please choose a record and type an credit amount...**

	Phone Number	Charge Date	Amount
<input checked="" type="radio"/>	4099484504	11/8/99	\$24.95
<input checked="" type="radio"/>	4099484504	12/8/99	\$24.95
<input checked="" type="radio"/>	4099484504	1/7/00	\$24.95

Credit Amount: no decimal point please(eg.2995) 

Note:

 Cancel Email Subscription[Previous Page](#)[Refund](#)

CTRL C

P-0010921

Refund

# CYBERSPACE.COM CUSTOMER SUPPORT

[home](#) | [help](#) | [contact](#)

 agent:  
 CATechGroup

 search  
 short cut  
 current  
 cancelled  
 billing  
 refund  
 login  
 hot\$ support  
 cancel  
 non-account  
 refund  
 review  
 accountant  
 refund  
 hotbucks  
 report  
 cancel  
 IVR  
 refund by agent  
 cancel by agent  
 free 60 days  
 miscellaneous  
 memo  
 service  
 question  
 message board

**Cancel Non-Account User**
**Please Type User Infomation...**

Phone  
 Number:   
NO SPACE

Check  
 Number:

Full  
 Name:

Co  
 Name:

Address:

City:

State:

Zip: (upto 5  
chrs)

Cancelled  Phone Call  
 By:  Letter

Note:

[Save Now](#) | [Reset](#)

P-0010922

*Non Account User*

# CYBERSPACE.COM CUSTOMER SUPPORT

[home](#) | [help](#) | [contact](#)

agent:  
CATechGroup

## Possible Questions

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hotS support  
cancel  
non-account  
refund  
review  
accountant  
refund  
hotbucks  
report  
cancel  
IVR  
refund by agent  
cancel by agent  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

### 1. I received an offer in the mail. Why?

We want you to try our Internet service. Does your company have access to the Internet now? If you are not satisfied in the first 30 days, we will gladly refund your \$29.95. You may cancel the service at anytime. If you are not interested at this time, please disregard the offer.

### 2. What do I get for the \$29.95 fee?

Cyberspace.com supports connection speeds up to ISDN for the fastest possible dial-up access to the Internet. There are no set-up fees and the account is given 1 e-mail account at no additional charge. Other benefits of the service: local access numbers in most major cities, 4MB of web space for your companies web presence, and the fee is conveniently billed to your telephone bill, creating peace of mind that your credit card number is not out somewhere on the Internet.

### 3. How am I billed for this service?

You will be conveniently billed on your telephone bill. It will appear on the Olympic page for \$29.95 as "INTERNETSVC" at Spring/Ameritech/BellSouth/PacBell and "Cyberspace Internet SVC Mthly Chr" at SWB and USWest.

### 4. How do I get my web page going?

There are many applications some freeware and shareware that are available to help you create your own homepage. For more information you can contact our Technical Support at 800-669-6705.

### 5. How do I cancel the service?

Do not endorse the check. Once the service is started, contact customer service to cancel the service. The service can be canceled at any time.

### 6. We accidentally deposited the check and do not want this service. Please cancel this account.

I will be glad to cancel that for you. Use the on-line form to find the account and cancel it.

### 7. I have a charge on my phone bill for \$29.95 and I want to know who authorized it.

A promotion was sent to your company to offer our Internet service. Along with the promotion was a check for \$3.50 to put towards your first month's service.

Someone from your company endorsed the check to authorize us to bill your company \$29.95 monthly on your telephone bill. A CD, to load the software, was sent shortly after we received the check, so you can immediately use the service. We are periodically receiving the canceled checks from the bank. I can check to see if we have received the check....Can I answer any more questions about our Internet service and its benefits. Would you like to continue the service?

### 8. I want to talk to the owner of the company regarding this promotion?

The owner of the company is not in this office. I can answer any questions you may have. You can address your concerns by writing to our Customer Service address:

of:  
Cyberspace.com LLC  
110 West 9th Street #588  
Wilmington, DE 19801

P-0010923

Questions

9. We received a check and need the account number to apply the check as payment.

The check is a promotion; Cyberspace.com is offering your company our Internet services. We do not currently have an account with your company.

P-0010924

Questions

Who wrote

These

# CYBERSPACE.COM CUSTOM

[home](#) | [help](#) | [contact](#)

[search](#)

**BI**

[short cut](#)

[current](#)

[cancelled](#)

**CURRENT**

[billing](#)

[Back to Billing Search](#)

[refund](#)

[login](#)

[hotS support](#)

	<b>Phone Number</b>	<b>Charge Date</b>	<b>Amount</b>
cancel	4099484504	11/8/99	\$24.95
non-account	4099484504	12/8/99	\$24.95
refund	4099484504	1/7/00	\$24.95

[review](#)

[accountant](#)

[refund](#)

[hotbucks](#)

[report](#)

[cancel](#)

[IVR](#)

[refund by agent](#)

[cancel by agent](#)

[free 60 days](#)

[miscellaneous](#)

[memo](#)

[service](#)

[question](#)

[message board](#)

P-0010925

Billing

# CYBERSPACE.COM CUSTOMER SUPPORT

[home](#) | [help](#) | [contact](#)

agent:  
CATechGroup

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hot\$ support  
cancel  
non-account  
refund  
review  
accountant  
refund  
hotbucks  
report  
cancel  
IVR  
refund by agent  
cancel by agent  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

## CANCEL OPTIONS

*Please choose a cancel option...*

- Unknown
- Not Interested
- Cashed Check In Error
- Denies Signing Check
- Sent Back Check
- Signed the check
- E-Mailed Request
- Refuses to pay.
- Wrong Person
- Cancelled by Phone

Cancel Option:

- remove from mailing list
- 703 Cancel V.M.
- Temporary cancellation
- not aware of sign up
- paid back \$3.50
- Phone Company Cancel
- Can't afford to Pay
- Returned Mail/CD
- WRONG COMPANY
- Charge Back
- Cancel From CA

Cancel Email Subscription

[Cancel Account](#) | [Previous Page](#)  
[Back to User Search](#)

P-0010926

(cancel)

# CYBERSPACE.COM CUSTOMER SUPPORT

[home](#) | [help](#) | [contact](#)

agent:  
CATechGroup

## Cyberspace.com ISP Service

search  
short cut  
current  
cancelled  
billing  
refund  
login  
hotS support  
cancel  
non-account

refund  
review  
accountant  
refund  
hoibucks  
report  
cancel  
IVR  
refund by agent  
cancel by agent  
free 60 days  
miscellaneous  
memo  
service  
question  
message board

Cyberspace is an Internet service provider (ISP). Cyberspace is currently marketing to businesses. The promotion includes a check for \$3.50 and an insert that describes the benefits and services of Cyberspace.

The check is a refund towards the first month of service. The service will not begin until the check is endorsed. The fee of \$29.95 will be charged to the telephone bill. The signed check will begin the service and a CD is included as the fulfillment package to load the ISP software. The CD package will have the User ID and Password assigned to the new user, along with the Technical Support number to assist with loading the software and other questions.

If the customer wants to cancel the service, explain that the service will not begin until the check is endorsed and received. The \$3.50 check is a refund towards the first month's service. If the check is endorsed and they want to cancel, complete the online form to cancel their account. Explain the customer that cancellations as well as changes take 24 - 48 hours at this time.

Our pricing is actually competitive against the telephone companies:

US West	Business - \$34.95/mo/unlimited w/ \$25.00 set up fee Home - \$19.95/mo/unlimited w/\$25.00 set up fee
BellSouth	Biz/Home \$19.95/mo/w/ \$10.00 set up fee or \$9.95/mo/10 hours/ \$1.00 extra hours
SBC	Biz/Home - \$21.95/mo/150 hours/\$1.80 extra hours w/ \$14.95 set up fee
Bell Atlantic	Biz/Home \$19.95/mo/unlimited w/\$15 set up fee for Businesses \$9.95 setup fee for home. Or \$6.95/mo/5 hrs/\$1.95 extra hours
Ameritech (resells UUNET)	\$21.95/mo/unlimited/50% off the first month or, \$8.95/mo/10 hours/\$1.95 extra hours.

Prices vary on how many e-mail accounts and a fee is generally charged per user at each telephone company.

Cyberspace.com has no set-up fee and supplies 1 e-mail account per each account, for no additional fee. Other benefits of the service: local access numbers in most major cities, 4MB of web space and the \$29.95 is conveniently billed to the telephone bill, keeping your credit card information off the Internet.

*Comparison*

P-0010927

ICNO:

TYPE:

AG/BU Corres. for

Olympic

804.225.8361

7/11/00

ANI

Received Date

Customer/Company

Agency (Bill Co.)

Address

Anderson 3C 29102

City

State

Zip

Psychic

Action

- ANI-missing
- Corporate Lines
- DAK
- Enrollment Error
- Another Made Call
- Solicitation

- Minor/Handicap
- Credit Promise
- Cust Svc Problem
- 800 Free Call
- 900 Free Call

- Suppress
- Letter

RE: \_\_\_\_\_

Internet

 Letter RE:

- Cancel
- Suppress/ML
- DAK

- Denies Signing Chk
- Cshd Check in Error
- Doesn't Like Promo

Copy of check  
# 255046

Collections

<input type="checkbox"/> DAK	<input type="checkbox"/> 900 Free Call	<input type="checkbox"/> 900 Block
<input type="checkbox"/> Minor	<input type="checkbox"/> Dispute	<input type="checkbox"/> Declaration
<input type="checkbox"/> Waive Charge	<input type="checkbox"/> Incorrect Phn #	<input type="checkbox"/> Letter RE:

Activity/Comments

7X27.96

no refund issued

faxed to Michelle 7/14

te

Customer Date

Service Date

Entered By/Date

CO 7/11

EXHIBIT

H-0007496

13G - Olympic  
2-5-02 JLBS

P.2  
2722 EASTLAKE AVE. E  
SUITE 200  
SEATTLE, WA 98102  
(206) 505-5500  
FAX (206) 505-5505



July 11, 2000

Federal Communications Commission  
Consumer Information Bureau  
Portals Consumer Center  
445 12<sup>th</sup> St. SW, Room CY-B514  
Washington, D.C. 20554

Re: 00-N16335

Dear Sirs,

We have received a copy of the complaint filed with your office by Pam M. Ritter. Olympic Telecommunications is a billing aggregator; as such we have many companies as our clientele. The provider of the referenced service in this complaint is Cyberspace.com. Olympic Telecommunications is happy to assist you in anyway we can. However, we believe the client is in the best position to respond to specific components of the complaint. We are therefore forwarding by copy of this letter and the formal complaint to the client for response. We ask that they provide all relevant information and do their best to ensure a satisfactory result for all involved in the quickest manner possible.

If there is more that Olympic Telecommunications can do beyond our action here, please ask; we will do our best to assist.

Sincerely,

*Michelle Ferazza*  
Michelle Ferazza  
Customer Relations

Cc: Pam M. Ritter  
Carolina Mop Manufacturing Co.  
P.O. Box 5072  
Anderson, SC 29623

Cyberspace  
16970 Dallas Parkway  
Suite 601  
Dallas, TX 75248

H-0007497

**Apparent Carrier:** Olympic Telecommunications, Inc.  
**Complaint for:** Carolina Mop Manufacturing Co.  
**IC Number:** 00-N16335

**Data Received:** 10/18/99  
**Service Date:** 07/10/2000  
**Response Date:** 08/08/2000

**COMPLAINT SUMMARY:**

SEE ATTACHED COMPLAINT.

<b>Problem Number:</b> 864 225-5351			
<b>Title:</b> Last Name: <b>Contact Name:</b> Pam M. Ritter, President <b>Contact Number:</b> <b>Email Address:</b> <b>Address:</b> P.O. Box 5072 <b>City:</b> 29623Anderson		<b>First Name:</b> Carolina Mop Manufacturing Co. <b>Middle Initial:</b> <b>Best Time to Call:</b> <b>Fax Number:</b> <b>Internet Address:</b> <b>State:</b> SC <b>Zip:</b>	

Disputing charges listed on phone bill. Total amount of dispute:

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Contacted the companies to resolve complaint?

If yes, was the complaint resolved to your satisfaction?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

H-0007498



CAROLINA MOP MANUFACTURING CO.

PHONE: 864-225-8351  
 TOLL FREE 800-845-8725  
 FAX 864-225-1917

**ISSA** The Experts  
 on Cleaning and Maintenance

P.O. Box 5072

819 Whitehall Road

Anderson, S.C. 29623

OCT 18 1999

FCC MAIL ROOM  
 October 13, 1999

Olympic Telecommunications  
 PO Box 29252  
 San Antonio, Tx 78229-0252

Dear Sir:

We are requesting a refund in the amount of \$123.40, which is what we paid you for internet service, less the \$3.50 check we received which activated this account. We did not KNOWINGLY open this account! Furthermore, the employee who STAMPED the check did not have the authority to open any such account. If we had need of an internet service, there are several local ones available from which we could choose and saved \$10.00 each moneth. Our computers are not even linked with our telephone! Also we would never have chosen to have your bill added to our telephone bill!

We feel this is an unscrupulous way of doing business! Our employee questioned why we received this check, but did not read the BACK of it. In fact, I doubt any of us would have taken the time to read the BACK OF A CHECK!

I am enclosing copies of the bills showing the amount of \$123.40. Please mail us your check for \$119.90. If we do not receive your check, we will turn this over to the Better Business Bureau.

Sincerely,

CAROLINA MOP MFG. CO.

PAM M. RITTER, PRESIDENT  
 PMR/sm

Enc.

CC: FCC, along with copies of invoices and check we deposited

H-0007499

CYBERSPACE.COM, INC  
P.O. Box 1691  
Helena, Montana 59624

255246

RE: 864-225-8351DATE March 15 1999

PAY Three Dollars & Fifty Cents \$3.50 66-188  
531

22



VOID AFTER 30 DAYS

PAY TO THE ORDER OF  
Carolina Mop Mfg Co  
PO Box 5072  
Anderson, SC 29623-5072

FLEET UNION NATIONAL BANK  
CHAPEL HILL, NC 27514

# 255246 P 10531Q1561E 20799000580000

CYBERSPACE.COM, INC

00008247738401

REFERENCE NO.	DESCRIPTION	INVOICE DATE	INVOICE AMOUNT	DISCOUNT TAKEN	AMOUNT PAID
22	N/A	N/A	N/A	\$3.50	\$3.50
CHECK DATE	CHECK NO.	PAYEE		DISCOUNT TAKEN	CHECK AMOUNT
03/15/99	255246	CAROLINA MOP MFG CO		\$3.50	\$3.50

H-0007500

P.6  
-f.100

**Case**  
A company has been engaged in the manufacture of electrical equipment. It has a number of customers who buy its products on credit. Most of these customers pay their bills on time, but there are some who do not. The company has decided to take legal action against these defaulters. It has sent notices to them demanding payment of their dues. Some of the defaulters have agreed to pay their debts, while others have refused. The company is considering taking further steps to recover its money.

CO<sub>2</sub> के साथ विद्युत विनियोग की विधि का अध्ययन करना।

卷之三

47967540019  
S.000159140000  
104 46 30013 00000000  
06/22/00 213 00000000

The first space is carried any information  
and telephone number as needed.

Telephone Number ( ) \_\_\_\_\_ Name \_\_\_\_\_

FEDERAL RESERVE BANK REGULATION

SAY'S BELL-TIDE DOLLY

05'EST

DATE MARCH 15 .  
YEAR 19  
PAGE 66

972652

H-0007501



CAROLINA MOP CO  
 Account Number: 864 225-8351 079 1973  
 Bill Period Date: Apr 29, 1999

For Olympic Telecommunications Inc Billing Questions, Call 1 800 368-0404

### Detailed Statement of Charges

<u>Miscellaneous Charges and Credits</u>	<u>Amount</u>
<b>864 225-8351</b>	
<b>Service Provider - CYBERSPACE.COM</b>	
<u>Date</u>	
1. 04/12 INTERNET SVC .....	29.95
Total Miscellaneous Charges and Credits .....	29.95
<u>Taxes</u>	
2. Federal Tax .....	.90
Total Taxes .....	.90
<b>Total Olympic Telecommunications Inc Current Charges</b>	<b>30.85</b>



CAROLINA MOP CO  
 Account Number: 864 225-8351 079 1973  
 Bill Period Date: May 29, 1999

For Olympic Telecommunications Inc Billing Questions, Call 1 800 368-0404

### Detailed Statement of Charges

<u>Miscellaneous Charges and Credits</u>	<u>Amount</u>
<b>864 225-8351</b>	
<b>Service Provider - CYBERSPACE.COM</b>	
<u>Date</u>	
1. 05/11 INTERNET SVC .....	29.95
Total Miscellaneous Charges and Credits .....	29.95
<u>Taxes</u>	
2. Federal Tax .....	.90
Total Taxes .....	.90
<b>Total Olympic Telecommunications Inc Current Charges</b>	<b>30.85</b>

H-0007502



CAROLINA MOP CO  
 Account Number: 864 225-8351 079 1973  
 Bill Period Date: Jul 29, 1999

Page 14

For Olympic Telecommunications Inc Billing Questions, Call 1 800 368-0404

### Detailed Statement of Charges

#### Miscellaneous Charges and Credits

864 225-8351

Amount**Service Provider - CYBERSPACE.COM**Date

1. 07/09 INTERNET SVC .....	<u>29.95</u>
Total Miscellaneous Charges and Credits .....	<u>29.95</u>

TaxesAmount

2. Federal Tax .....	<u>.90</u>
Total Taxes .....	<u>.90</u>

Total Olympic Telecommunications Inc Current Charges 30.85



Page 14

CAROLINA MOP CO  
 Account Number: 864 225-8351 079 1973  
 Bill Period Date: Jun 29, 1999

For Olympic Telecommunications Inc Billing Questions, Call 1 800 368-0404

### Detailed Statement of Charges

#### Miscellaneous Charges and Credits

864 225-8351

Amount**Service Provider - CYBERSPACE.COM**Date

1. 06/10 INTERNET SVC .....	<u>29.95</u>
Total Miscellaneous Charges and Credits .....	<u>29.95</u>

TaxesAmount

2. Federal Tax .....	<u>.90</u>
Total Taxes .....	<u>.90</u>

Total Olympic Telecommunications Inc Current Charges 30.85

H-0007503

**CYBERSPACE.COM, LLC**  
16970 Dallas Parkway  
Suite 601  
Dallas, TX 75248

Phone: 888-285-5196

July 14, 2000

FEDERAL COMMUNICATIONS COMMISSION  
CONSUMER INFORMATION BUREAU  
CONSUMER INFORMATION NETWORK DIVISION  
Informal Complaints Team  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Re: Carolina Mop Mfg. Co (Pam Ritter)  
IC 00-N16335  
CRAM  
July 10, 2000  
Account #: 864 225 8351

Dear Ladies and Gentlemen:

Pursuant to Section 1.711 of the Commission's Rules, this letter responds on behalf of Olympic Telecommunications, to the above-referenced Informal Complaint dated July 10, 2000.

1. a. Cyberspace.com is an Internet service provider, with high-speed connection, no set up fees, local access to most major cities and is conveniently billed to the customer's telephone bill at \$29.95 monthly. Upon subscribing, a CD is sent to the customer along with a technical support number to assist in loading the software
- b. Cyberspace.com sent out a promotion, via regular mail, which included information regarding our Internet service. Included in this promotion was a \$3.50 subscription refund check. The enclosed insert provided the recipient with detailed information as to what services Cyberspace.com offers and that the \$3.50 check is a refund towards their first months subscription. If, after reading the enclosed information, an authorized agent of the business decided to sign-up for Internet access with Cyberspace.com, the check would be endorsed and cashed or deposited.
- c. Please find enclosed, a copy of the front and back of the subscription refund check that was endorsed and deposited, which constituted agreement of subscription to Cyberspace.com.
2. Cyberspace.com's promotion, as described above, is not regulated by TDDRA or the Commission's rules promulgated thereunder. Specifically, Cyberspace.com does not provide 'pay-per call services,' as that term is defined by TDDRA. See 28 U.S.C. § 228(i), 64 C.F.R. § 1501. In addition, Cyberspace.com does not provide access to an 800 or other telephone number advertised or widely understood to be toll-free in a manner that would result in: (1) the calling party being assessed, by virtue of completing the call, a charge for the call; (2) the calling party being connected to a pay-per-call service; (3) the calling party being charged for information conveyed during the call; (4) the calling party being called back collect for the provision of audio information services or simultaneous voice conversation services; or (5) the calling party being assessed, by virtue of being asked to connect or otherwise transfer to a pay-per-call service, a charge for the call. See 47 U.S.C. § 228(c)(7) - (9), 47 C.F.R. § 64.1504.

H-0007504

FCC CONSUMER INFORMATION BUREAU  
Re Carolina Mop Mfg Co (Pam Ritter)  
July 14, 2000  
Page 2 of 3

- 3. Not Applicable
- 4. At the request of the consumer, membership may be cancelled at any time simply by calling Cyberspace.com Customer Service at the 800-number provided on the front of the check and again in the insert; or Olympic Telecommunications' Customer Service 800-number provided on their telephone bill. Satisfaction is guaranteed and a full refund is issued if notice of cancellation is effected within thirty days of service activation. Ms Ritter will be sent a copy of this letter as notification of the action taken.
  - a. Complainant's account has been cancelled.

Cyberspace.com and Olympic Telecommunications are deeply concerned about this incident, because we make every effort to please our customers, bill accurately, and operate in full compliance with all pertinent Commission rules. Our goal is to make sure that all persons interested in our service understand the terms and conditions of the offer.

We hope that Carolina Mop Mfg. Co. will consider using Cyberspace.com in the future as their Internet service provider. If you have any questions about this response, you may write to the address hereon. Please include account number listed above.

Sincerely,



John Sanchez  
Customer Service  
Cyberspace.com

JS/co

Enc Copy of check

cc: Carolina Mop Mfg. Co.  
Pam Ritter

Olympic Telecommunications

H-0007505



1 CAMPEAU & THOMAS, A LAW CORPORATION  
2 KATHRYN S. DIEMER, #133977  
3 55 S. Market Street, Suite 1660  
4 San Jose, California 95113  
5 Telephone: (408) 295-9555  
6 ATTORNEYS FOR FRENCH DREAMS,  
7 N.V. and IAN EISENBERG

8 POPELKA ♦ ALLARD  
9 JOHN CARDOSI, #111381  
10 One Almaden Blvd. Suite 800  
11 San Jose, CA 95113  
12 Telephone: (408) 298-6611  
13 ATTORNEYS FOR SPLASHNET

14 SUPERIOR COURT OF CALIFORNIA

15 COUNTY OF SANTA CLARA

16

17 FRENCH DREAMS, N.V., IAN  
18 EISENBERG, and SPLASHNET, LLC

19 Case No.

20 Plaintiff,

21 vs.

22 CHRIS HEBARD, COTO  
23 SETTLEMENT, ASIATRUST LIMITED,  
24 ATP DIRECTORS LIMITED, JEFF  
25 FRITZ, ELECTRONIC PUBLISHING  
26 VENTURES, LLC., INTEGRETEL,  
27 INC., and DOES 1 through 50, inclusive

28 DECLARATION OF LIA  
YAGELOWICH IN SUPPORT OF EX  
PARTE ORDER TO SHOW CAUSE  
AND TEMPORARY RESTRAINING  
ORDER

29 Defendants.

30

31 I, Lia Yagelowich, hereby declare:

32 1. I am employed by French Dreams. As a regular and ordinary course of my employment I co-  
33 sign checks on behalf of Electronic Publishing Ventures, LLC. and its subsidiaries, Splashnet,  
34 LLC, Cyberspace, LLC, Surfnet, LLC, Shazzba, LLC, and Essex, LLC.  
35 2. On September 25, 2000, I received a bundle of checks for signature on behalf of these entities. I  
36 signed the checks after double checking the documentation supporting the invoices.  
37 3. One of those checks is to Pinnacle Integretated Communications for \$17,453.70. The Pinnacle  
38 check, along with all of the other checks I co-signed on September 25, 2000 are drawn on  
39 accounts with insufficient funds. A true and correct copy of those checks and the invoices are

1 attached hereto as Exhibit A to this declaration.  
2 4. Late in the day on September 25, 2000, I was notified that the checks were drawn on accounts  
3 with insufficient funds. The checks had already been processed by that point and it was too late  
4 to stop them.  
5 5. Normally, Jeff Fritz at EPV's southern California offices, at 6 Hutton Center, Santa Ana,  
6 California handles all money management and accounting issues for EPV and its subsidiaries.  
7 To date, I have not received any tax returns or other documentation concerning the EPV  
8 subsidiaries, despite repeated requests.  
9 I declare under penalty of perjury that the foregoing is true and correct and that this declaration  
10 was executed on the 27<sup>th</sup> day of September, 2000.

11 Dated: September 27, 2000

*Lia Yagow*  
LIA YAGLOWICH

13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28

3  
DECLARATION OF LIA YAGLOWICH IN SUPPORT OF EX PARTE ORDER TO SHOW CAUSE AND TEMPORARY  
RESTRANING ORDER

**Subject: RE: Consumer Insert**

**Date: Tue, 3 Aug 1999 18:32:55 -0700**

**From: ian@usnetwork.com**

**To: buffw@ibm.net**

Go ahead

-----Original Message-----

From: Buff Warne [REDACTED]

Sent: Tuesday, August 03, 1999 4:23 PM

To: ian@usnetwork.com

Subject: Consumer Insert

I'm going to Ian - Did you get my fax? Did you read it? Any comments?  
print it. Speak now or forever hold your peace!  
Buff

**EXHIBIT**

147 ~ Eisenberg  
2-6-02 JLB

8/4/99 10:09 AM

## Brian March

---

**From:** Brian March  
**Sent:** Friday, November 05, 1999 9 02 AM  
**To:** Lia Yagelowich, Ian Eisenberg; Don Reese, Andrew Kreis; Soon Lee  
**Subject:** RE: Cyberspace refund

Soon was out of the office so the CDR file containing this bill record was not loaded into the system. I've suggested that she create a tool so that others can import files in her absence.

—Original Message—

**From:** Lia Yagelowich  
**Sent:** Friday, November 05, 1999 8 05 AM  
**To:** Ian Eisenberg, Don Reese, Andrew Kreis, Soon Lee, Brian March, Diane, Wayne, 'chebard@home.com', 'gene'  
**Subject:** Cyberspace refund

I think we need to set some kind of rule for customer refund. I notice the request from CA CSR request more refund than what I see in the system.

For example: William F Hummel, ani 7248434598. The system showed we billed him on 8/30 and 9/30 @ \$24.95.

CA CSR initial "ca1" was requesting for 3 mo billed for \$74.85 + \$6.75 (tax) which equal to \$81.60. I spoke with Wayne and Wayne said we bill William on 10/29.

My question is, are we sure that we really bill this person? I though all CSR should use what showed in the refund database.

From my experience with previous refund, we only refund what showed in the database. Therefore we will refund William only for 2 mo service. If he got bill again then he can call us for another refund. I notice a lot of people don't call back to request for the last refund. I think we should stick with 2 mo refund not 3.

Lia Yagelowich  
Phone : 206-505-5519  
Cell : 206-851-5519  
Fax . 206-505-5523

## Brian March

---

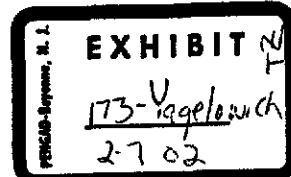
**From:** Wayne Chia [wayne.chia@iname.com]  
**Sent:** Friday, October 29, 1999 12 46 PM  
**To:** DonR@usnetwork.com, BrianM@usnetwork.com, SoonL@usnetwork.com  
**Cc:** ian@usnetwork.com, chebard@chebard.com, gene@capgains.com  
**Subject:** Re: Billing

**Importance:** High

**Follow Up Flag:** Review  
**Due By:** Saturday, October 30, 1999 12 49 PM  
**Flag Status:** Flagged

```
billing_number date_of_call charge
-----
9736911144    990830      002495
9736911144    990930      002495
```

I didn't bill 10/14.



**ATTORNEY COPY**

**OFFICIAL TRANSCRIPT PROCEEDING**

**UNITED STATES DISTRICT COURT**

**FOR THE WESTERN DISTRICT OF WASHINGTON**

**MATTER NO.** X010009 **CIVIL NO. C00-1806-L**

**TITLE** FTC v. CYBERSPACE.COM, LLC, ET AL.

**PLACE** FEDERAL TRADE COMMISSION  
915 SECOND AVENUE  
SUITE 2896  
SEATTLE, WASHINGTON

**DATE** FEBRUARY 4, 2002

**PAGES** 1 THROUGH 209

**COURT DEPOSITION OF CHRIS HEBARD**

---

FOR THE RECORD, INC.  
603 POST OFFICE ROAD, SUITE 309  
WALDORF, MARYLAND 20602  
(301)870-8025

---

1                   UNITED STATES DISTRICT COURT  
2                   FOR THE WESTERN DISTRICT OF WASHINGTON

3     FEDERAL TRADE COMMISSION,                 )  
4    Plaintiff,                 )  
5    )  
6    v.                              ) Case No. C00-1806-L  
7    )  
8     CYBERSPACE.COM, LLC,                     )  
9     FRENCH DREAMS,                             )  
10    COTO SETTLEMENT,                             )  
11    ELECTRONIC PUBLISHING VENTURES, LLC,     )  
12    OLYMPIC TELECOMMUNICATIONS, INC.,        )  
13    IAN EISENBERG,                             )  
14    and   )  
15    CHRIS HEBARD,                             )  
16    Defendants.                 )  
17

18    Monday, February 4, 2002

19    915 Second Avenue  
20    Suite 2896  
21    Seattle, Washington

22  
23  
24  
25    The above-entitled matter came on for deposition  
  pursuant to notice, at 9:00 a.m.

For The Record, Inc.  
Waldorf, Maryland  
(301) 870-8025

1 APPEARANCES:

2 ON BEHALF OF THE FEDERAL TRADE COMMISSION:

3 Mr. Michael A. Goodman, Attorney (Telephonically)  
4 Ms. Collot Guerard, Attorney  
5 Ms. Julie Brof  
6 600 Pennsylvania Avenue NW  
7 Washington, DC 20580  
8 (202) 326-3071

9  
10 ON BEHALF OF THE DEPONENT:

11 Mr. Ernest Leonard, Attorney  
12 Friedman & Feiger  
13 5301 Spring Valley Road, Suite 200  
14 Dallas, TX 75240  
15 (972) 788-1400

16 ON BEHALF OF Ian Eisenberg:

17 Jane B. Jacobs, Attorney  
18 Klein, Zelman, Rothermel & Dichter  
19 485 Madison Avenue  
20 New York, New York 10022  
21 (212) 935-6020

22 Kathryn S. Diemer, Attorney  
23 Campeau Goodsell Diemer  
24 38 W. Santa Clara Street  
25 San Jose, CA 95113  
26 (408) 295-9555

27 ALSO PRESENT:

28 Mr. Ian Eisenberg

29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
58  
59  
60  
61  
62  
63  
64  
65  
66  
67  
68  
69  
70  
71  
72  
73  
74  
75  
76  
77  
78  
79  
80  
81  
82  
83  
84  
85  
86  
87  
88  
89  
90  
91  
92  
93  
94  
95  
96  
97  
98  
99  
100

For The Record, Inc.  
Waldorf, Maryland  
(301) 870-8025

1                   P R O C E E D I N G S

2                   (The witness was duly sworn.)

3                   CHRIS HEBARD

4       having been first duly sworn, was examined and testified as  
5       follows:

6                   EXAMINATION

7

8                   MS. GUERARD: This is a deposition pursuant to  
9       federal rules of civil procedure for all purposes allowed  
10      under those rules, and all objections except as to the form  
11      of the question are preserved, if that's acceptable to  
12      counsel.

13                  MR. LEONARD: And responsiveness.

14          BY MS. GUERARD:

15          Q. Mr. Hebard, would you state your name, your Social  
16       Security number, your date of birth, your current residence  
17       and office address, please, for the record.

18          A. My name is Christopher Hebard. Do you want me to  
19       spell that?

20          Q. No.

21          A. My Social Security number is 174-42-3047. My place  
22       of residence is 3433 Colony Plaza, Newport Beach, California.  
23       I have no office any longer.

24          Q. Date of birth?

25          A. October 28th, 1952.

1 Q. Is that what the business did?

2 A. As I said before, Electronic Publishing Ventures  
3 owned other businesses whose primary business was Internet  
4 service provider, Internet access.

5 Q. Was Coto Settlement the tax member of the company,  
6 if you know?

7 MR. LEONARD: If you can answer that question  
8 without relying on communications you had with an attorney.

9 Q. Look at H-5128 and see if that refreshes your  
10 recollection.

11 A. H?

12 Q. 5128, little e, tax matter member.

13 A. This agreement states that Coto Settlement shall be  
14 the tax member of the company.

15 Q. Do you know if Coto Settlement was, if you know?

16 MR. LEONARD: Same objection and instruction  
17 regarding attorney-client privilege.

18 THE WITNESS: I'm not sure legally what that  
19 means.

20 Q. Did EPV have an address, to your knowledge?

21 MR. LEONARD: Objection; vague.

22 THE WITNESS: My guess is that one of the  
23 documents we looked at had an address for EPV.

24 Q. I can represent to you I don't think it did.

25 A. No, then I'm not sure.

1 testifying to with respect to Mr. Eisenberg.

2 Q. Do you recall discussing the Wisconsin letter with  
3 Ian Eisenberg?

4 A. No, not specifically.

5 Q. But you believe that you would have discussed this  
6 Wisconsin letter with Ian Eisenberg?

7 A. This type of inquiry would normally be discussed by  
8 us.

9 MR. LEONARD: I think the witness needs a  
10 few-minute break.

11 MS. GUERARD: Sure.

12 (Pause in the proceeding.)

13 (Exhibit Number 86 was marked for  
14 identification.)

15 BY MS. GUERARD:

16 Q. I'll show you what is marked as 86-Hebard. It's  
17 Bates-stamped E-23630 through 23632. I direct your attention  
18 to the last two pages. It appears to be a letter from the  
19 State of Wisconsin dated February 2nd, 2000.

20 MR. LEONARD: Let me make an objection at  
21 least to the first page, which is clearly attorney-client  
22 communication. To the extent he can answer questions about  
23 the second or third pages independently, that's all right.

24 I am going object anyway to this document  
25 being a part of the record on the grounds of attorney-client

ATTORNEY 100-11

**OFFICIAL TRANSCRIPT PROCEEDING**

**UNITED STATES DISTRICT COURT**

**FOR THE SOUTHWESTERN DISTRICT OF WASHINGTON**

**MATTER NO.** X010009 **CIVIL NO. C00-1806-L**

**TITLE** FTC v. CYBERSPACE.COM, LLC, ET AL.

**PLACE** 915 SECOND AVENUE  
SUITE 2896  
SEATTLE, WASHINGTON

**DATE** FEBRUARY 6, 2002

**PAGES** 1 THROUGH 227

**COURT DEPOSITION OF IAN EISENBERG**

**(ON HIS OWN BEHALF)**

---

**FOR THE RECORD, INC.**  
603 POST OFFICE ROAD, SUITE 309  
WALDORF, MARYLAND 20602  
(301)870-8025

---

UNITED STATES DISTRICT COURT  
FOR THE WESTERN DISTRICT OF WASHINGTON

FEDERAL TRADE COMMISSION, )  
Plaintiff, )  
vs. ) Case No. C00-1806-L  
CYBERSPACE.COM, LLC, )  
FRENCH DREAMS, )  
COTO SETTLEMENT, )  
ELECTRONIC PUBLISHING )  
VENTURES, LLC, )  
OLYMPIC TELECOMMUNICATIONS, )  
INC., )  
IAN EISENBERG, )  
and )  
CHRIS HEBARD, )  
Defendants. )

Wednesday, February 6, 2002

915 Second Avenue

Suite 2896

Seattle, Washington

The above-entitled matter came on for deposition  
pursuant to notice, at 9:00 a.m.

For the Record, Inc.  
Waldorf, Maryland  
(301) 870-8025

1 APPEARANCES:

2 ON BEHALF OF THE FEDERAL TRADE COMMISSION:

3 Ms. Collot Guerard  
4 Mr. Michael A. Goodman  
Federal Trade Commission  
Bureau of Consumer Protection  
600 Pennsylvania Avenue., NW  
Washington, DC 20580

6 ON BEHALF OF THE EISENBERG DEFENDANTS:

7 Ms. Jane B. Jacobs  
Klein, Zelman, Rothermel & Dichter  
8 485 Madison Avenue  
New York, New York, 10022  
9 (212) 935-6020

10 Ms. Kathryn S. Diemer  
Campeau Goodsell Diemer  
11 38 West Santa Clara Street  
San Jose, California 95133  
12 (408) 295-9555

13 ON BEHALF OF CHRIS HEBARD:

14 Mr. Ernest Leonard  
Friedman & Feiger  
15 5301 Spring Valley Road 200  
Dallas, Texas 75240  
16 (972) 788-1400

For the Record, Inc.  
Waldorf, Maryland  
(301) 870-8025

## PROCEEDINGS

(9:00 a.m.)

(The witness was duly sworn.)

IAN EISENBERG

having been first duly sworn, was examined and testified as follows:

## **EXAMINATION**

BY MS. GUERARD:

BY MS. GUERARD:

Q This is a deposition of defendant Ian Eisenberg under the Federal Rules of Civil Procedure for all purposes allowed by those rules. All objections except as to the form of the question are reserved if that's acceptable to counsel.

MS. JACOBS: Yes.

MR. LEONARD: And the responsiveness of the answer. And I don't know, did we make that stipulation yesterday in the beginning of the deposition?

MS. GUERARD: I'm not certain.

MR. LEONARD: Can we make an agreement that stipulations would apply?

MS. GUERARD: Yes.

MR. LEONARD: Thank you.

MS. GUERARD: I don't have any objection to

For the Record, Inc.  
Waldorf, Maryland  
(301) 870-8025

1 A I have no reason to doubt that.

2 Q Okay.

3 (Eisenberg Exhibit No. 152 marked for  
4 identification.)

5 BY MS. GUERARD:

6 Q I hand you a document that's marked Exhibit  
7 152. It is DR3844. It appears to be a printout of an  
8 e-mail dated or an e-mail exchange dated June 14th,  
9 2000, involving a number of people, including Ian at US  
10 Network.com.

11 I ask you to take a look at that,  
12 particularly with reference to the last entry at 9:45  
13 a.m. Do you see that part of the e-mail?

14 A Could you clarify what you mean by "last"?

15 Q The one that there's a e-mail from Ian at US  
16 Network.com at 9:45 a.m. Do you see that e-mail?

17 A Yes. Yes, I see that.

18 Q What does that, what is your message on that  
19 e-mail, if you could read that.

20 Could you read that, please.

21 A "We need a whole submission package for  
22 Shazzba ASAP to submit to Telcos."

23 Q What does "ASAP" mean?

24 A As soon as possible.

25 Q Do you have any recollection of writing that?

1 A Not independently of this.

2 Q Do you know why you wrote that?

3 A Probably wanted a submission package. That's  
4 what this says.

5 MS. JACOBS: I'm going belatedly to object  
6 because it assumes that he said it or that this is a  
7 authentic document.

8 BY MS. GUERARD:

9 Q Did Shazzba ever send out any promotional  
10 materials?

11 A I don't know.

12 Q Have you heard of a company "Pinnacle"?

13 A Yes.

14 Q Did Pinnacle provide any services to the EPV  
15 subsidiaries?

16 A Yes, I believe so.

17 Q What did it do?

18 A I believe Pinnacle provided customer service.

19 Q By telephone?

20 A Yes, I believe so.

21 Q Did it respond in writing to any consumer  
22 complaints?

23 A I don't think so.

24 Q Do you know where Pinnacle was located?

25 A I don't recall.

ATTORNEY COPY

**OFFICIAL TRANSCRIPT PROCEEDING  
UNITED STATES DISTRICT COURT  
FOR THE SOUTHWESTERN DISTRICT OF WASHINGTON**

**MATTER NO. X010009 CIVIL NO. C00-1806-L**

**TITLE FTC v. CYBERSPACE.COM, LLC, ET AL.**

**PLACE 909 FIRST AVENUE  
SUITE 90  
SEATTLE, WASHINGTON**

**DATE FEBRUARY 8, 2002**

**PAGES 1 THROUGH 152**

**COURT DEPOSITION OF DON REESE**

**VOLUME 1**

---

**FOR THE RECORD, INC.  
603 POST OFFICE ROAD, SUITE 309  
WALDORF, MARYLAND 20602  
(301)870-8025**

---

1                   UNITED STATES DISTRICT COURT  
2                   FOR THE WESTERN DISTRICT OF WASHINGTON

3     FEDERAL TRADE COMMISSION,                 )  
4    Plaintiff,                 )  
5    )  
6    v.                         ) Case No. C00-1806-L  
7    )  
8     CYBERSPACE.COM, LLC,                     )  
9     FRENCH DREAMS,                             )  
10    COTO SETTLEMENT,                             )  
11    ELECTRONIC PUBLISHING VENTURES, LLC     )  
12    OLYMPIC TELECOMMUNICATIONS, INC.,         )  
13    IAN EISENBERG,                             )  
14    and   )  
15    CHRIS HEBARD,                             )  
16   Defendants.                 )  
17  
18  
19  
20  
21  
22  
23  
24

Friday, February 8, 2002

909 First Avenue  
Suite 90  
Seattle, Washington

25   The above-entitled matter came on for deposition  
26   pursuant to notice, at 9:00 a.m.

For The Record, Inc.  
Waldorf, Maryland  
(301) 870-8025

1 APPEARANCES:

2 ON BEHALF OF THE FEDERAL TRADE COMMISSION:  
3 Mr. Michael A. Goodman, Attorney  
Ms. Collot Guerard, Attorney  
600 Pennsylvania Avenue NW  
Washington, DC 20580  
(202) 326-3071

5 ON BEHALF OF THE DEONENT:

6 Mr. William R. Zoberst, Attorney  
Plaza 600 Building  
7 600 Steward Street, Suite 305  
Seattle, WA 98101-1257  
8 (206) 386-7393

9 ON BEHALF OF CHRIS HEBARD:

10 Mr. Ernest Leonard, Attorney  
Friedman & Feiger  
11 5301 Spring Valley Road, Suite 200  
Dallas, TX 75240  
12 (972) 788-1400

13 ON BEHALF OF IAN EISENBERG:

14 Kathryn S. Diemer, Attorney  
Campeau Goodsell Diemer  
38 W. Santa Clara Street  
15 San Jose, CA 95113  
(408) 295-9555

16 Jane B. Jacobs, Attorney  
17 Klein, Zelman, Rothermel & Dichter  
485 Madison Avenue  
18 New York, New York 10022  
(212) 935-6020

20 ON BEHALF OF OLYMPIC TELECOMMUNICATIONS:

21 Mr. Derek A. Newman, Attorney  
Newman & Newman  
1001 Fourth Avenue Plaza, Suite 2560  
22 Seattle, WA 98154  
23 (206) 624-6334

24 ALSO PRESENT:

25 Mr. Ian Eisenberg

For The Record, Inc.  
Waldorf, Maryland  
(301) 870-8025

# P R O C E E D I N G S

2 (The witness was duly sworn.)

3 DON REESE, VOL I

4 having been first duly sworn, was examined and testified as  
5 follows:

6 EXAMINATION

7 BY MR. GOODMAN:

B Q. Mr. Reese, will you state your name, please.

9           A.     Don Martin Reese, III.

10 Q. What's your Social Security number?

11 A. 492-80-7479.

12 Q. When is your birthday?

13 A. 3-5-64.

14 Q. What's your address, your home address?

15 A. My current home address is 3302 North 7th Street,  
16 No. 359, Phoenix, Arizona 35014.

17 Q. Before we get started with the substance, there are  
18 just a few preliminary questions I want to ask so that we can  
19 establish some ground rules for the deposition.

20 The first is: Will you agree to let me finish  
21 a question before you answer it?

22 A. Yes.

23 Q. Will you agree to answer verbally because that's  
24 the only kind of answer that the court reporter can take  
25 down?

1 subsequently dropped.

2 Q. During the peak time what percentage of your time  
3 was spent working on the EPV subsidiaries?

4 A. 20 percent.

5 Q. Can you tell me what percentage of Mr. Eisenberg's  
6 time was spent working on the EPV subsidiaries?

7 A. Again, at what point in time?

8 Q. During the peak time that you mentioned in 2000.

9 A. Half, 50 percent.

10 Q. Do you recognize the name John Biddinger?

11 A. Yes.

12 Q. Did he work at 2722 Eastlake?

13 A. He was not on the payroll, no. No, he didn't work  
14 there.

15 Q. Did he have an office at 2722 Eastlake?

16 A. No.

17 Q. Did he have a position with any of the EPV  
18 subsidiaries?

19 A. He was listed as president in the early days of the  
20 program.

21 Q. Of which program?

22 A. It was either EPV or Cyberspace. I don't know  
23 which of the two.

24 Q. Do you know what his responsibilities were as  
25 president?

1 A. Yes.

2 Q. Where did you stay?

3 A. Wyndham.

4 Q. Are you here under subpoena? Do you know?

5 A. Yes.

6 Q. Whose decision was it that you would be deposed in  
7 Seattle rather than in Arizona?

8 Mr. ZOBERST: I object to that question. That  
9 calls for an invasion of the privilege.

10 MS. JACOBS: It wasn't my intent.

11 Q. While you were working for the Eisenberg  
12 companies -- that's what I'll refer to as the various  
13 companies over which you were chief operating officer. Is  
14 that acceptable to you?

15 A. Yes.

16 Q. In that definition I include the EPV subsidiaries  
17 and EPV, just so we are clear on the definition.

18 A. Just so we are clear that I was not chief operating  
19 officer of those companies.

20 Q. I understand. While you were working -- all right.  
21 I see your point.

22 During the time that you worked for  
23 Mr. Eisenberg -- is that a fair way to characterize it? --  
24 did you personally have an ethical problem with the EPV  
25 promotions?